VERIZON

hub

USER GUIDE

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Set Up Your Verizon Hub.

Setting up your Verizon Hub is easy.

Verify Box Contents.

1. Verizon Hub base.
2. Support stand.
3. Cordless handset.
4. Power cord.
5. Handset battery.
6. Ethernet cable (for wired connection only).
7. Stylus.
8. Emergency 9-1-1 sticker sheet.
9. Important battery information card
10. Let's Get Started Guide

Attach the Support Stand to the Base.

1. Slip one end of the support stand into one of the holes on the back of the base.
2. Slip the other end of the support stand into the other hole at the back of the base.
3. Confirm that the support stand is firmly connected to the base.

Decide How You'll Connect to the Internet (Wireless or Wired).

Wireless Connection.

4. Place your Verizon Hub on a sturdy, flat surface near an active power outlet.
5. It should be close enough to your wireless router to get a strong signal.

Wired Connection.

Place your Verizon Hub on a sturdy, flat surface that's near an active power outlet and within reach of your Ethernet outlet.

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Other Considerations.

- Because the signal loses strength when it travels through walls, we recommend keeping the number of walls and ceilings between your Verizon Hub and other devices on your network, such as your router, to a minimum.
- Keep your Verizon Hub away from large metal objects, which can affect signal quality and strength.

Caution.

- Keep your Verizon Hub at least 10 feet from a microwave.
- Position your Verizon Hub away from heat sources, moisture and excessive dust.

Plug in Your Verizon Hub.

1. Plug the small end of the power cord into the hole on the back of the base marked "5V DC."
2. Plug the other end into an outlet.
3. Your Verizon Hub touch screen will power up and turn on.

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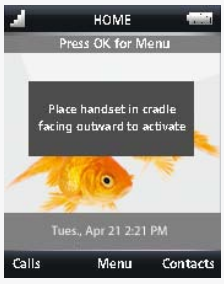
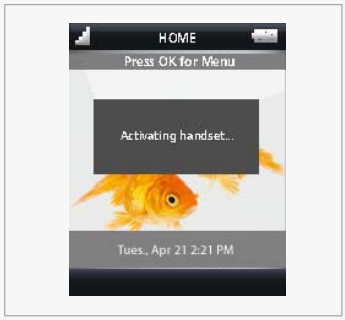
Insert the Handset Battery.

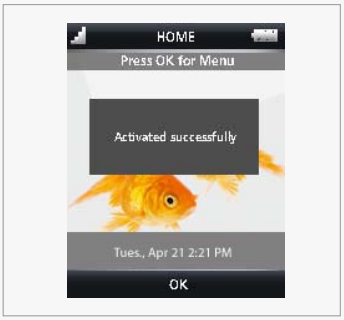
1. Pick up the handset and slide the battery cover off the back of it.
2. Insert the battery so the metal contacts on the battery are touching the contacts within the handset. The battery will snap into place.
3. Slide the battery cover back on. It will click when fully closed.

Place the Handset in Its Cradle.

1. With the screen facing outward, place the handset in its cradle.
2. You will see the battery icon in the top-right of the screen. This shows that it's charging.
3. Charge the battery completely before using the handset for the first time. We suggest charging it for 2 hours.







Attach Stickers.

Place the 9-1-1 stickers on or near your Verizon Hub.

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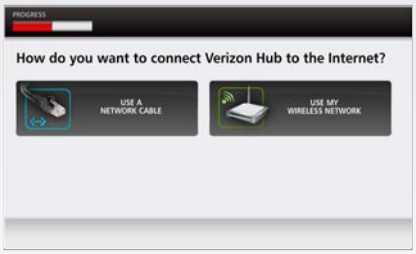
Set Up Verizon Hub and Digital Voice Service.

Once your Verizon Hub is powered on, an on-screen setup will walk you through a few steps to connect to your Digital Voice service. Simply follow the steps.

1. After you plug in your Verizon Hub, the LCD screen will display a Welcome screen.
2. Touch **Next**.
3. If you have an established home network, you can connect your Verizon Hub to the wired or wireless network.
    - If you have a wired home network, touch **Use a Network Cable**.
    - If you have a wireless home network, touch **Use My Wireless Network**.



How to Enter Information.

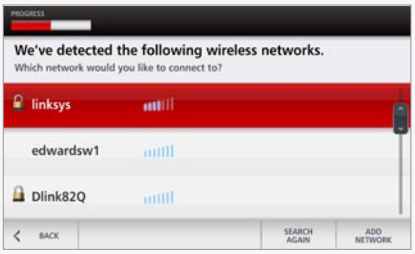
To navigate the touch screen, touch the screen with your finger or stylus to move through the steps.

To enter information into blank fields, touch the empty field, which will launch a keyboard.

The keyboard is enabled with predictive text so it will assist you in the words you enter. If Verizon Hub predicts the correct word, touch the highlighted text to add the word to your message.

Connect to Wireless Network.

Be sure to have your Network Name (SSID) and Encryption Key or Pass Phrase.



1. After Verizon Hub has scanned for available networks, choose your network from the list of available wireless networks.
2. If your network isn't listed, touch **Add Network** to manually enter your networking settings.
    a. Touch **Enter Network Name**.
    b. Use the keyboard to enter your network's **Network Name (SSID)** and touch **Enter**.

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TIP:
The **Network Name (SSID)** is the name of your wireless network. It may be found on your router or in the router's manual. If you're unable to locate this information, please contact your router manufacturer for assistance.

c. Touch **Enter Encryption Key**.
d. Use the keyboard to enter your network's **Encryption Key** or **Pass Phrase**.
e. Touch **Enter**.

TIP:
An **Encryption Key** or **Pass Phrase** is used to prevent strangers from accessing your wireless network. It may be found on the router or in the router's manual. This may also be identified as a WEP, WEP Key or Network Password. If you're unable to locate this information, please contact your router manufacturer for assistance.

3. We recommend using a secure network for the Verizon Hub, which will be indicated by a lock image next to the network name.
4. Select the security type – **None, WEP, WPA-PSK/WPA2**.

Note: Use the default setting unless you know for sure your security type is different.

5. To set **Advanced** settings, touch **Advanced** and select the **Encryption Key Type** and **Index**.
6. When you're done, touch **Save**.
7. Verizon Hub will attempt to connect to your wireless network.
8. Touch **Next** when the message displays saying you have successfully connected to your network.

Connect to Wired Network.

1. Locate the Ethernet cable provided in your box.
2. Connect one end of the Ethernet cable into the Ethernet port on the back panel of the Verizon Hub.
3. Connect the other end of the Ethernet cable into your network router or Ethernet wall jack.

Let's set up your network!
Insert the network cable into the Ethernet jack on Verizon Hub.
Insert the other end of the network cable into your home network (e.g. router or wall)
BACK
NEXT

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4. Touch **Next**.

Note: If you're having trouble connecting, you might want to manually configure your connection.

   a. Touch **Manually Configure Connection**.
   b. Enter the **IP Address, Primary DNS Server, Subnet Mask, Secondary DNS Server and Default Gateway.** See Glossary of Terms for details.
   c. Touch **Save.** If the problem continues, please call Customer Support at 1-800-922-0204.

5. When the screen displays saying you have successfully connected to the network, touch **Next**.

Add Backup Number.

If you experience an interruption in service, you can have your calls automatically forwarded to a Backup Number.

1. During setup, you will be asked to enter a Backup Number.
2. Touch the **entry** field, and the keyboard with launch.
3. Enter another **phone number** as a Backup Number. Ex: Cell phone number.
4. Touch **Enter**.
5. Touch **Save** to finish.

911 Service
Your Hub service offers 911 protection. In case of an emergency, dial 911 and be prepared to procide the operator with your service address and call back number.
Your Hub service, including 911, will not work during a power or broadband outage.
Backup Number
If you experience an interruption in service, your calls will be automatically forwarded to a Backup Number.
Add your Backup Number by touching the text field below, or change it later in Call Settings.
214-555-8899
NEXT

IMPORTANT INFORMATION:
Backup Number cannot be used with international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when using Backup Number with these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for using Backup Number with these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

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Take Tour.

When Verizon Hub is checking for and downloading updates, you will be automatically taken through a tour of Verizon Hub's features.

Touch **Replay Tour** if you want to watch it again.

Your Verizon Hub will be updated in a few minutes...
In the meantime, enjoy a sneak peek at some of its key features.
Downloading update...
Please don't unplug or turn off Verizon Hub.

Set Up Voice Mail.

The final step of the set-up process lets you set up your Voice Mail immediately.

Important Note: Prior to changing your Verizon Hub telephone number or transferring your existing home phone number to your Verizon Hub, you must set up Voice Mail first.

1. Touch **Set Up Voice Mail**.
2. This will dial the Voice Mail system.
3. Enter the **last 4 digits of your phone number**.
4. Follow the voice prompts.

MENU
HOME
SETUP VOICE MAIL
Touch to dial into the voice mail system
Enter last 4 digits of your Verizon Hub phone number followed by #
Want to transfer your existing phone number to Verizon Hub?
Then don't forget to place your order now.
Touch to call customer support
TRANSFER NUMBER
Take another look at Verizon Hub's key features.
REPLAY TOUR
To play the Verizon Hub Tour later, you can find it in General Settings.
CLOSE

Transfer Existing Home Phone Number to Your Verizon Hub.

If you want to transfer your existing phone number, you can contact Customer Support directly from your Verizon Hub.

Important Note: Prior to changing your Verizon Hub telephone number or transferring your existing home phone number to your Verizon Hub, you must set up Voice Mail first.

1. Touch **Transfer Number**.
2. This will dial Customer Support.
3. Follow the voice prompts.

Once you're set up, you will see this screen. Touch **OK** to start using your Verizon Hub.

MENU
HOME
SETUP VOICE MAIL
Touch to dial into the voice mail system
Enter last 4 digits of your Verizon Hub phone number followed by #
Want to transfer your existing phone number to Verizon Hub?
Then don't forget to place your order now.
Touch to call customer support
TRANSFER NUMBER
Take another look at Verizon Hub's key features.
REPLAY TOUR
To play the Verizon Hub Tour later, you can find it in General Settings.
CLOSE

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Handset Controls.

Front View.

OK Button/Joystick.

Press down on the OK Button/Joystick to select OK.

You can move the OK Button/Joystick Left, Right, Up and Down to navigate the Menu and select options.

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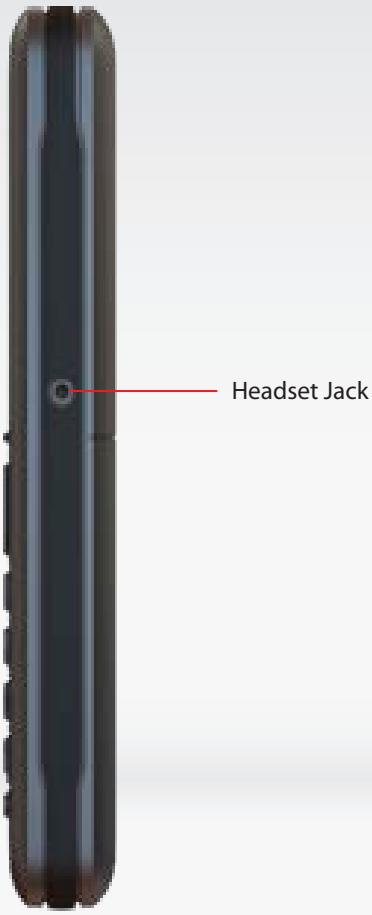
Side Views.

Volume Controls.

Left

Headset Jack.



Right

Volume Controls.

Ringer Volume.

While NOT on a call, press Volume + or Volume - on the side of the handset to adjust the ringer volume.

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Handset Speaker Volume.
During a phone call, press Volume + or Volume - on the side of the handset to adjust the speaker volume.

Keypad Button Volume.
While navigating the handset Menu, press Volume + or Volume - on the side of the handset to adjust the keypad button volume.

You will hear the button volume increase and decrease as you press Volume + and Volume -.

Headset Jack.

The handset is compatible with all 2.5mm telephone headsets with a built-in microphone.

Simply insert the headset plug into the right side of the handset.

You will be able to make and receive phone calls using your headset.

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Set Up Accessory Handset & Charging Cradle.

You can add up to three additional handsets to use with your Verizon Hub, and place the charging cradles anywhere your home has AC power.

Accessory Handset & Charging Cradle sold separately.

Verify Box Contents.

1. Cordless handset.
2. Charging cradle.
3. Power cord.
4. Handset battery.

Insert the Handset Battery.

1. Slide the battery cover off the back of the handset.
2. Insert the battery so the metal contacts on the battery are touching the contacts within the handset. The battery will snap into place.
3. Slide the battery cover back on. It will click when fully closed.

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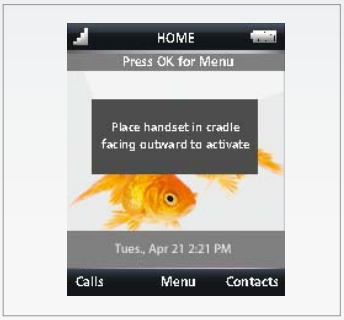
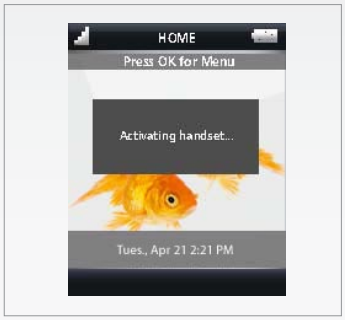
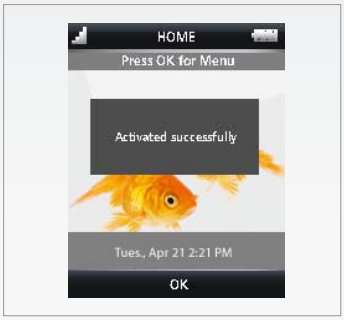
Activate Accessory Handset With Base.

1. With the screen facing outward, place the cordless handset in the cradle of your Verizon Hub base.
2. A beep tone will indicate it's connected.
3. You will see "Activating handset…" displayed on the handset screen, followed by the message "Activated successfully."
4. The handset Home screen will appear indicating activation has been fully completed.







Plug in Accessory Handset Charging Cradle.

1. Plug the charging cradle into any AC power outlet in your home.
2. With the screen facing outward, place the handset into the cradle.
3. You will see the battery icon appear – this shows that the handset is charging.
4. It's important to charge the battery completely before using the handset for the first time. We suggest charging it for 2 hours.

Want to learn more?
Check out the Accessory Handset & Charging Cradle for Verizon Hub User Guide online at **verizonwireless.com/hub** for more information.

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Verizon Hub Base.

Home Screen.

This section covers everything you can do from the Home screen.

You can move the Date, Weather and Call Settings widgets to anywhere you want on the screen – simply touch the feature and drag it to the desired location.

You can also temporarily hide the Date, Weather and Call Settings widgets to use the Home screen as a photo frame. Touch the Home screen to make everything disappear except for the background photo; touch it again to make them re-appear.

You can always touch to return Home from any screen.

Weather.

Check Current Weather or Extended Forecast.

1. Current Weather conditions will be available on the Home screen.
2. Touch to move to your next saved location.
3. Touch to view the **Extended Forecast**.
4. Touch to close the **Extended Forecast**.
5. Touch to manage locations.

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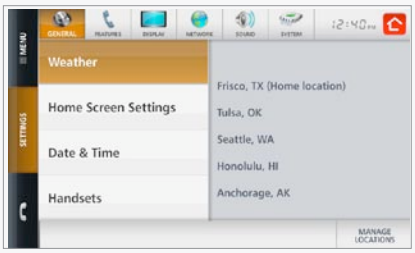
Add Weather Location.

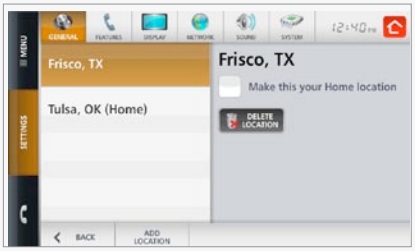
1. Current Weather conditions will be available on the Home screen.
2. Touch on the Weather widget.
3. Touch **Manage Locations**.
4. Touch **Add Location**.
5. To add a U.S. location:
   - Touch the U.S. **Location** tab.
   - Enter the **City** and **State** or **ZIP Code**.
   - Touch **Done**.
6. To add an international location:
   - Touch the **International Location** tab.
   - Enter the **City** and **Province** or **Country**.
   - Touch **Done**.
7. The new location will be added to the bottom of the list.
8. If you want to change your Home location to this new location, touch the **location** and touch the box next to **Make this your Home location**.
9. Touch **Back** to return to the previous screen.
10. Touch to return Home.

The location added will be displayed on the Home screen.

Change Weather Location on Home Screen.

1. Current Weather conditions will be available on the Home screen.
2. Touch on the Weather widget.
3. Touch **Manage Locations**.
4. Select a location from the list.
   OR
   If you only have one location listed, refer to **Add Weather Location** of this guide to add a new location.
5. Touch the box next to **Make this your Home location**.
6. Touch to return Home.





The location added will be displayed on the Home screen.

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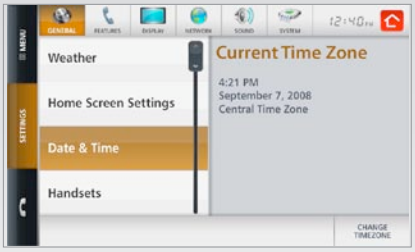
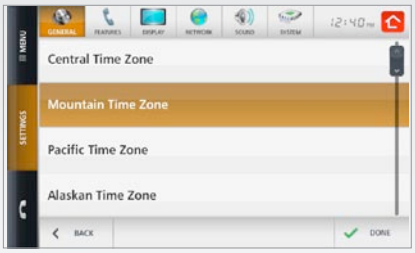
Delete Weather Location.

1. Current Weather conditions will be available on the Home screen.
2. Touch on the Weather widget.
3. Touch **Manage Locations**.
4. Select the location from the list.
5. Touch **Delete**.
6. A confirmation message appears. Touch **Yes**.
7. Touch to return Home.



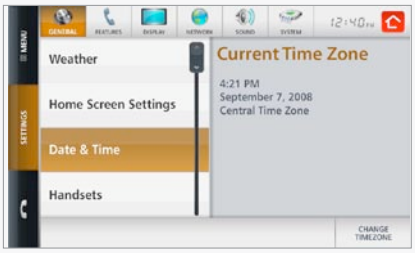


Note: You cannot delete your Home location. Therefore, you must change your Home location first before you may remove it.

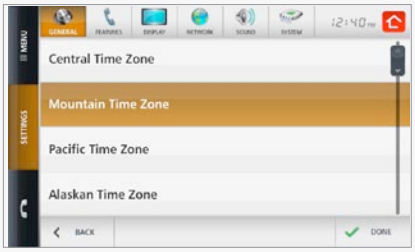
Date & Time.

Change Time Zone.

1. Current **Date & Time** will be available on the Home screen.
2. Touch on the Date & Time widget.
3. The current date and time will appear.
4. Touch **Change Time Zone**.
5. Select the new **Time Zone** and touch **Save**.
6. Touch to return Home.



The changes you've made to your Time Zone will be effective immediately.



View Calendar.

1. Current **Date & Time** will be available on the Home screen.
2. Touch and/or today's date to expand to Calendar view.
3. Touch and to view previous and next months.
4. Touch and/or today's date to close the Calendar view on the Home screen.

Note: Touching a date within the Calendar view will open the main Calendar.

Refer to the **Calendar** section for more information.

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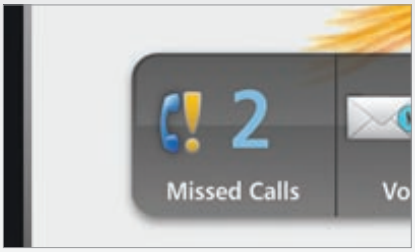
Home Screen Settings/Widgets.

From your Home screen, you can choose to have shortcuts to many of the most popular features.

View Missed Calls.

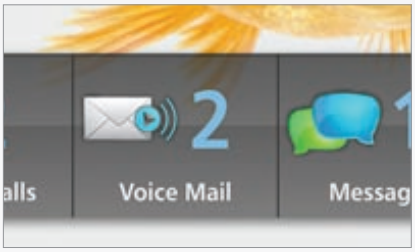
1. Touch .
2. A list of calls will appear – Missed Calls are identified by a .
3. Touch the **phone number** you want to view.



Refer to the **Calls** section of this guide for more features and instructions.

Check New Voice Mail.

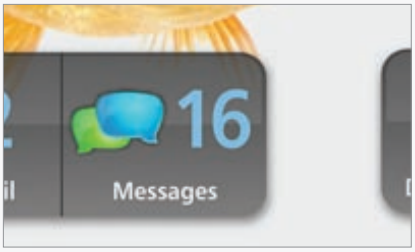
1. Touch .
2. A list of recent Voice Mail messages will appear.
3. Touch the **Voice Mail message** you want to hear and then touch .
4. Touch to return Home.



Refer to the **Voice Mail** section of this guide for more Voice Mail features and instructions.

View New Text, Photo and Video Messages.

1. Touch .
2. The **Text/Picture Messages** tab will be open.
3. A list of messages will appear in order of when they were received. New Messages are listed as **(unread)**.
4. Touch a **phone number** or **Contact** to see a list of messages sent and received with him/her.
5. Touch to return Home.



Refer to the **Messaging** section of this guide for more features and instructions.

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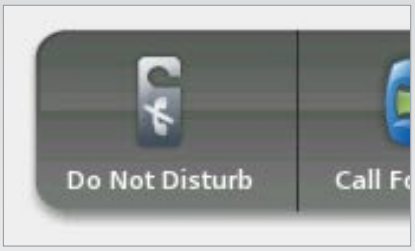
Turn On Do Not Disturb.

1. Touch .
2. Touch **Manage Schedule** to set a time to turn on Do Not Disturb. Touch **Save**.
3. When you're done, touch TURN ON.
4. Touch to return Home.

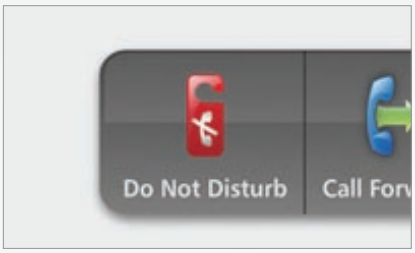


Note: Do Not Disturb will be turned on either immediately or for when you scheduled it.

Refer to the **Do Not Disturb** section of this guide for more information.

Turn Off Do Not Disturb.

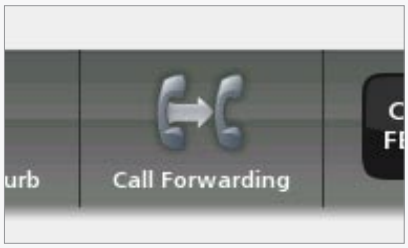
1. Touch .
2. Touch TURN OFF
3. Do Not Disturb will automatically turn off.
4. Touch to return Home.



Refer to the **Do Not Disturb** section of this guide for more information.

Turn On Call Forwarding.

1. Touch .
2. If you've already saved a Call Forwarding Number, select a number from the list.
   OR
   If you've not saved a Call Forwarding Number, touch **Manage Numbers**, follow the steps and touch **Done.**
3. When you're done, touch TURN ON .
4. Touch to return Home.



Note: Your calls will be forwarded to the phone number you selected. If you're unable to answer the forwarded call, the voice mailbox of the **Call Forward** Number will accept the call.

Refer to the **Call Forwarding** section of this guide for more information

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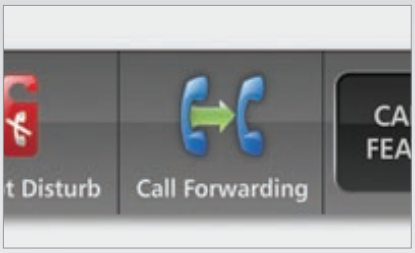
Turn Off Call Forwarding.

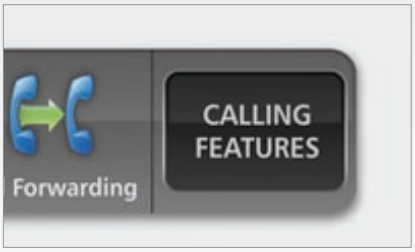
1. Touch .
2. Touch TURN OFF.
3. Call Forwarding will automatically turn off.
4. Touch to return Home.



Refer to the **Call Forwarding** section of this guide for more information.

Manage Calling Features.

1. Touch .
2. A list of Calling Features will appear.
3. Touch to return Home.



Refer to the **Calling Features** section of this guide for more information.

Dial Pad.

Make a Call.

1. Touch .
2. The Dial Pad will open.
3. You can make a call several ways:
    a. Select a **phone number** or **person** from the list of recent calls on the left.
    b. Dial the phone number on the Dial Pad and touch .
    c. Touch **Search Contacts** to find a Contact.
4. The call will be placed using the Speakerphone.
    a. Touch **Answer** to answer Call Waiting.
    b. Touch **Mute** to mute the call.
    c. Touch to end the call.

Note: If you want to switch to the handset, simply pick it up and press on the handset.

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View Calls.

1. Touch .
2. The Dial Pad will open.
3. Touch .
4. A list of your recent incoming Calls will appear.
5. Touch **Incoming Calls** at the bottom of the screen to view a list of:
    - **All Calls.**
    - **Incoming Calls.**
    - **Outgoing Calls.**
    - **Missed Calls.**
6. Touch **Incoming Calls** again to close it.
7. Touch to return Home.

Locate Handset.

1. Touch .
2. The Dial Pad will open.
3. Touch **Locate Handset**.
4. The handset will beep until you find it and press on the handset.
5. Once you've located the handset, touch to return Home.

Intercom.

You can use the Intercom feature to call the handset so that you can talk to another person in your house.

1. Touch .
2. The Dial Pad will open.
3. Touch **Intercom**.
4. The Verizon Hub base will immediately call your handset using the Speakerphone.
   Note: If you have **more than one** handset activated with your Verizon Hub, you will first need to select which handset to call.
5. To answer the Intercom call from the Verizon Hub base, press on the handset. You may now use your Verizon Hub as a home intercom system.
6. Touch to end the call.
7. Touch to return Home.

Refer to the **Handset Intercom** section of this guide for more information.

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Open Menu.

1. Touch **Menu.**
2. Page 1 of the Menu will open.
3. Touch to open Page 2 of the Menu.
4. If you download several apps from **Apps**, the Menu will expand to three pages. Touch to open Page 3 of the Menu.
5. Touch to return Home.

Refer to **Apps** section of this guide for more information.

Answer a Call.

1. A Caller ID pop-up will appear for each incoming call.
2. Touch **Answer**.
3. The call will be answered using the Speakerphone. If you want to switch to the handset, simply pick it up and press on the handset.
4. Touch to end the call.
5. When you're done, touch to return Home.

Block a Call.

1. A Caller ID pop-up will appear for each incoming call.
2. Touch **Block**.
3. The caller will be sent to Voice Mail but will be blocked from making calls in the future. The next time they call you, they will hear this message: "The party you're trying to reach is not accepting calls at this time."

Ignore a Call.

1. A Caller ID pop-up will appear for each incoming call.
2. Touch **Ignore**.
3. The caller will be sent to Voice Mail.

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Answer Call Waiting.

1. The Caller ID of the first caller will remain on the screen.
2. When a new Caller calls, another Caller ID will appear.
3. Touch **Answer** to answer Call Waiting.
4. Touch to end your conversation with the second caller.

You will be returned to your original call.

Make a 3-Way Call.

1. Touch and then dial the phone number of the first person. The Caller ID of the first caller will appear on the screen.
2. Touch Add Call to put the first caller on hold.
3. You can add a call several ways:
   a. Select a **phone number** or **person** from the list of recent calls on the left.
   b. Dial the **phone number** on the Dial Pad and touch .
   c. Touch **Search Contacts** to find a Contact.
4. Once the second caller answers, touch **Merge** to combine all callers.
5. Touch to hang up with both callers.

Adjust Speaker/Ringer Volume.

1. Locate the volume buttons on your Verizon Hub base.
2. Press **VOL +** to increase the volume.
3. Press **VOL -** to decrease the volume.

Use Speakerphone.

1. Press the button on your Verizon Hub base.
2. A dial tone will sound and the Dial Pad will open.
3. Dial the **phone number** on the Dial Pad.
   OR.
4. Touch **Search Contacts** to select a Contact.
5. The call will be placed.
6. Press to end the call.

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Communications.

Dial Pad.

Make a Call.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Dial Pad**.
4. You can make a call several ways:
    a. Select a **phone number** or **person** from the list of recent calls on the left.
    b. Dial the phone number on the Dial Pad and touch .
    c. Touch **Search Contacts** to find a Contact.
5. The call will be placed using the Speakerphone.
    a. Touch **Answer** to answer Call Waiting.
    b. Touch **Mute** to silence the call.
    c. Touch to end the call.

Note: If you want to switch to the handset, simply pick it up and press on the handset.

View Calls.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Dial Pad**.
4. A list of your recent Calls will appear.
    - Incoming Calls are identified by .
    - Outgoing Calls are identified by .
    - Missed Calls are identified by .
5. Touch to return Home.

Calling Features.

1. Touch **Menu.**
2. Touch **Communications.**
3. Touch **Dial Pad.**
4. Touch **Calling Features.**
5. A list of Calling Features will appear.
6. Touch to return Home.

Refer to the **Calling Features** section of this guide for more information.

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Locate Handset.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Dial Pad**.
4. Touch **Locate Handset**.
5. The handset will beep until you find it and press on the handset.

Intercom.

You can use the Intercom feature to call the handset. When answered, you can talk to another person in your household.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Dial Pad**.
4. Touch **Intercom**.
5. The Verizon Hub base will immediately call your handset using the Speakerphone.
   Note: If you have **more than one** handset activated with your Verizon Hub, you will first need to select which handset to call.
6. To answer the Intercom call from the Verizon Hub base, press on the handset. You may now use your Verizon Hub as a home intercom system.
7. Touch to end the call.

Refer to the **Handset Intercom** section of this guide for more information.

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PhotoDial.

Add Contact to PhotoDial.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **PhotoDial**.
4. Touch **Add Contact**:
    a. Select a **Contact** to add to PhotoDial.
    b. Touch **Done**.
5. Verizon Hub will return to the PhotoDial screen with the new Contact added.

Call Contact With PhotoDial.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **PhotoDial**.
4. Touch a **Contact** to dial.
    - If the Contact has one number stored, he or she will be called immediately.
    - If the Contact has multiple numbers stored, touch **Cell**, **Home** or **Work**.
5. Verizon Hub will display the Dial Pad screen for the duration of the call.
6. Press to end the call.
7. When the call is ended, Verizon Hub will return to the PhotoDial screen.

Delete Contact From PhotoDial.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. Select the **Contact** you want to remove from PhotoDial.
5. Touch .
6. Uncheck the box next to **Add contact to Verizon Relay and PhotoDial**.
7. Touch **Save**.

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Calls.

View Calls.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Calls**.
4. A list of your recent Calls will appear.
   - Incoming Calls are identified by .
   - Outgoing Calls are identified by .
   - Missed Calls are identified by .
5. Touch the **call** you want to view.
   OR
   Touch the **scroll bar** to scroll through your list of Calls.
6. Touch to return Home.

Delete a Call.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Calls**.
4. A list of recent calls will appear.
5. Touch the **phone entry** you want to view.
6. Touch .
7. A confirmation message will appear. Touch **Yes**.
8. The call will be removed from your Calls.
9. Touch to return Home.

Delete All Calls.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Calls**.
4. A list of recent calls will appear.
5. Touch

.
6. A confirmation message will appear. Touch **Yes**.
7. All calls will be removed from your Calls.
8. Touch to return Home.

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Add Caller to Contacts.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Calls**.
4. A list of recent incoming calls will appear.
5. Touch the call you want to add.
6. Touch .
7. Touch **Home Phone** to expand the list. Choose whether this is the caller's **Home Phone**, **Cell Phone** or **Work Phone**.
8. Touch the button next to:
   - **Create a new contact for this number.**

   OR
   - **Add this number to an existing contact**

   Note: If you choose this option, simply select the Contact you want to assign the number to and touch **Save.**
9. Update the entry in the **First Name** and/or **Last Name** field, if necessary.
10. If you want, you can:
    - Enter additional phone numbers.
    - Touch the check box next to **Add contact to Verizon Relay and PhotoDial**.
11. Touch **Save** if you're done.

    OR

    Touch **Next** to enter more information.
12. Enter:
    - Street Address.
    - City.
    - State.
    - ZIP Code.
    - Email Address.
13. Touch **Save** if you're done.

    OR

    Touch **Next** to enter more information.
14. Select a **Group** from the list.
15. Touch **Change** to choose a Contact Image.
16. Touch **Default Ringtone** to select a ringtone for this Contact.
17. Touch **Save**.
18. Touch to return Home.

This caller will be added to your Contacts.

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Call a Person From Calls.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Calls**.
4. A list of recent incoming calls will appear.
5. Touch the **Phone number** or **Caller** you want to call.
6. Touch to **Call**.
7. Touch to end the call.

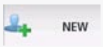
Note: If you want to switch to the handset, simply pick it up and press on the handset.

Contacts.

View All Contacts.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all **Contacts** will appear alphabetically.
5. Touch to return Home.

Add a Contact.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Touch 

.
6. Touch **First Name** – the keyboard will appear.
7. Use the keyboard to tap out the First Name.
   Touch **Enter** when you're done.
8. Repeat steps 6 and 7 to enter:
   - Last Name.
   - Home Phone.
   - Cell Phone.
   - Work Phone.
9. Touch the check box next to **Add contact to Verizon Relay and PhotoDial**.
10. Touch **Save** if you're done.
    OR
    Touch **Next** to enter more information.
11. Touch **Street Address** – the keyboard will appear.

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12. Use the keyboard to tap out the Street Address. Touch **Enter** when you're done.
13. Repeat steps 11 and 12 to enter:
    - City.
    - State.
    - ZIP Code.
    - Email Address.
14. Touch **Save** if you're done.
    OR
    Touch **Next** to enter more information.
15. Touch **Family** to select a Group from the list.
16. Next to Contact Image, touch **Change**.
17. A list of images will appear. Touch any **image** to select it as the Contact Image.
18. Touch **Default Ringtone** to select a ringtone for this Contact.
19. Touch **Save**.
20. Touch to return Home.

This person will now appear in your Contacts.

Edit a Contact.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Select a **Contact** to view his/her contact information.
6. The contact information will appear. Touch .
7. Use the keyboard to tap out the **First Name**. Touch **Enter** when you're done.
8. Repeat steps 7 and 8 to enter:
    - Last Name.
    - Home Phone.
    - Cell Phone.
    - Work Phone.
9. Touch the check box next to **Add contact to Verizon Relay and PhotoDial**.
10. Touch **Save** if you're done.
    OR
    Touch **Next** to enter more information.
11. Touch **Street** – the keyboard will appear.
12. Use the keyboard to tap out the Street Address.

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Touch **Enter** when you're done.

13. Repeat steps 11 and 12 to enter:
    - City.
    - State.
    - ZIP Code.
    - Email Address.
14. Touch **Save** if you're done.
    OR
    Touch **Next** to enter more information.
15. Touch **Family** to select a Group from the list.
16. Next to Contact Image, touch **Change**.
17. A selection of images will appear. Touch any **image** to select it as the Contact Image.
18. Touch **Default Ringtone** to select a ringtone for this Contact.
19. Touch **Save**.
20. Touch to return Home.

Delete a Contact.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Touch a **Contact** to view his/her contact information.
6. Touch .
7. A confirmation message will appear. Touch **Yes**.
8. Touch to return Home.

This person will be deleted from your Contacts.

Search for Contact.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Touch

.
6. Enter the first **Letter** of the Contact's First or Last Name.
7. A list of Contacts will appear.

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8. Select the **Contact** for which you're looking.
9. The Contact's information will appear and you can do one of the following:
    - Edit.
    - Delete.
    - Call.
    - Text Message.
    - Map Location.
    - Send to VZ Navigator.
10. Touch to return Home.

View Contacts by Group.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Touch **Filter By Group** and select a **Group** from the list.
6. A list of Contacts in that group will appear alphabetically.
7. Touch to return Home.

Call a Contact.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Select a **Contact** to view his/her contact information.
6. Touch **Call**.
7. This Contact will be called.
   OR
   If you have more than one phone number saved for this Contact, touch the **number** you want to call.
8. During the call:
    - Touch **Answer** to answer Call Waiting.
    - Touch **Mute** to silence your handset or speakerphone.
9. Touch to end the call.
10. Touch to return Home.

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Send a Text or Picture Message to a Contact.

This feature is only available with other Verizon Wireless phones.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all will appear alphabetically.
5. Select a **Contact** to view his/her contact information.
6. Touch **Text Message**.
7. The New Message screen will appear.
   OR
   If you have more than one phone number saved for this Contact, touch the **number** to which you want to send a message.
   Note: You must select a cell phone number or the message will not be successfully sent.
8. Touch **Enter Text Here** – the keyboard will appear
9. Use the keyboard to tap out your message.
   Touch **Enter** when you're done.
   OR
   Touch **Quick Text** to select an emoticon or message from the list.
10. Touch **Attach** – a list of pictures will appear.
11. Touch any **Picture** to attach it to your message and then touch **Done**.
12. Touch **Send**.
13. A confirmation message will appear. Touch **OK**.
14. Touch to return Home.

Map a Contact's Location.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Select a **Contact** to view his/her contact information.
6. Touch **Map Location**.
7. Touch **Map By Number** or **Map By Address**.
8. A map locating the Contact will appear.
9. Touch to return Home.

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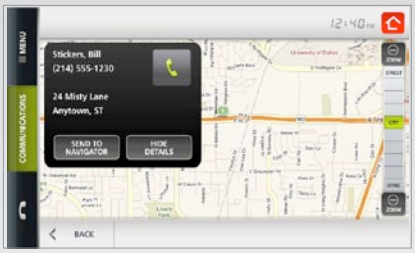
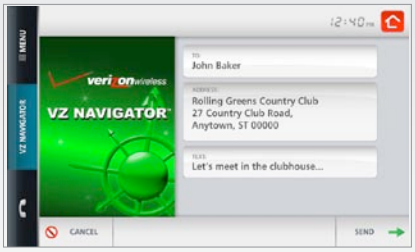
Get Directions to a Contact's Location.

This feature is only available with other Verizon Wireless phones that have a subscription to VZ Navigator℠ service.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. A list of all Contacts will appear alphabetically.
5. Select a **Contact** to view his/her contact information.
6. Touch **Send to VZ Navigator**.
7. VZ Navigator will open.
8. Confirm the Contact's information and enter the **cell number** to which you want to receive the directions.
9. Touch **Send**.
10. Touch to return Home.





The information will be sent to your Verizon Wireless phone and will direct you to his/her location. If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.

Add Group.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. Touch **Filter By Group** and select a **Manage Groups** from the list.
5. A list of your Groups will appear. Touch NEW .
6. Touch **Group Name** – the keyboard will launch.
7. Use the keyboard to tap out the Group Name. Touch **Enter** when you're done.
8. Touch **Save**.
9. Touch to return Home.

The Group will be added to your Contacts.

Delete Group.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Contacts**.
4. Touch **Filter By Group.**
5. Select **Manage Groups**.
6. Touch the **Group** and then touch **Delete**.
7. A confirmation message will appear. Touch **Yes**.
8. Touch to return Home.

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Voice Mail.

Set Up Voice Mail.

You should have set up your Voice Mail when you set up your Verizon Hub. However, if you would like to alter your settings, go to **Voice Mail Settings** to learn more.

Important Note: Prior to changing your Verizon Hub telephone number or transferring your existing home phone number to your Verizon Hub, you must set up Voice Mail first.

View Voice Mail Messages.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Voice Mail**.
4. Your list of Voice Mail messages will appear in the order in which they were received.
5. Touch to return Home.

Play a Voice Mail Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Voice Mail**.
4. Your list of Voice Mail messages will appear.
5. Touch the Voice Mail message you want to hear and then tap .
6. You will hear the Voice Mail message play.
7. Touch to return Home.

Delete a Voice Mail Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Voice Mail**.
4. Your list of Voice Mail messages will appear.
5. Touch the **Voice Mail** message you want to delete and then touch .
6. A confirmation message will appear. Touch **Yes**.
7. Touch to return Home.

Your Voice Mail message will be deleted from the list.

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Call Back a Caller.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Voice Mail**.
4. Your list of Voice Mail messages will appear.
5. Touch the **Voice Mail** message you want to view.
6. Touch **Call** to call this person back.
7. Touch to end the call.
8. Touch to return Home.

Note: If you would rather talk on your handset, simply pick it up and press on the handset.

Reply to Voice Mail Message With a Text or Picture Message.
This feature is only available with Verizon Wireless phones.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Voice Mail**.
4. Your list of Voice Mail messages will appear.
5. Touch the **Voice Mail** message you want to view.
6. Touch **Text Message**.
7. Touch **Enter Text Here** – the keyboard will appear.
8. Use the keyboard to tap out your message. Touch **Enter** when you're done.
   OR
   Touch **Quick Text** to select an emoticon or message from the list.
9. Touch **Attach** – a list of pictures will appear.
10. Touch any **Picture** to attach it to your message and then touch **Done**.
11. Touch **Send**.
12. A confirmation message will appear. Touch **OK**.
13. Touch to return Home.

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Map a Caller's Location.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Voice Mail**.
4. Your list of Voice Mail messages will appear.
5. Touch the **Voice Mail** message you want to view.
6. Touch **Map Location**.
7. Touch **Map By Number** or **Map By Address**.
8. A map locating the caller will appear.
9. Touch to return Home.

Messaging.

Text/Picture Messages.

This feature is only available with Verizon Wireless phones.

View a Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. The **Text/Picture Messages** tab will already be open.
5. A list of Messages will appear in order of when they were received. New Messages are listed as **(unread)**.
6. Touch a **phone number** or **Contact** to see a list of messages sent and received with him/her.
7. Touch the **message** you want to view.
8. Touch **Reply**, **Forward** or **Delete**, or touch **Back** to return to the previous screen.
9. Touch to return Home.

Send a New Text, Picture or Video Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. The **Text/Picture Messages** tab will already be open.
5. Touch

.
6. Touch **TO** to select a Contact. Then touch **Done**.
7. Touch **Enter Text Here** – the keyboard will appear.
8. Use the keyboard to tap out your message. Touch **Enter** when you're done.

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OR
Touch **Quick Text** to select an emoticon or message from the list.

9. Touch **Attach** – a list of pictures will appear.
10. Touch any **Picture** to attach it to your message and then touch **Done**.
11. Touch **Send**.
12. A confirmation message will appear. Touch **OK**.
13. Touch to return Home.

Reply to a Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. The **Text/Picture Messages** tab will already be open.
5. A list of Messages will appear in order of when they were received. New Messages are listed as **(unread)**.
6. Touch a **phone number** or **Contact** to see a list of messages sent and received with him/her.
7. Touch the **message** you want to view and touch **Reply**.
8. Touch **Enter Text Here** – the keyboard will appear.
9. Use the keyboard to tap out your message. Touch **Enter** when you're done.
   OR
   Touch **Quick Text** to select an emoticon or message from the list.
10. Touch **Attach** – a list of pictures will appear.
11. Touch any **Picture** to attach it to your message and then touch **Done**.
12. Touch **Send**.
13. A confirmation message will appear. Touch **OK**.
14. Touch to return Home.

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Forward a Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. The **Text/Picture Messages** tab will already be open.
5. A list of Messages will appear in order of when they were received. New Messages are listed as **(unread)**.
6. Touch a **phone number** or **Contact** to see a list of messages sent and received with him/her.
7. Touch the message you want to view and touch **Forward**.
8. Touch **TO** to select a Contact from your list, or touch the **keypad** to enter another cell phone number.
9. Touch **Done**.
10. A confirmation message will appear. Touch **OK**.
11. Touch to return Home.

Delete a Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. The **Text/Picture Messages** tab will already be open.
5. A list of Messages will appear in order of when they were received. New Messages are listed as **(unread)**.
6. Touch a **phone number** or **Contact** to see a list of messages sent and received with him/her.
7. Touch the **message** you want to delete, and touch **Delete**.
8. A confirmation message will appear. Touch **Yes**.
9. Touch to return Home.

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Verizon Messages.

Occasionally, informational messages will be sent to your Verizon Hub from Verizon Wireless to let you know about upcoming updates and features.

View Verizon Messages.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. Touch the **Verizon Messages** tab.
5. A list of Verizon Messages will appear.
6. Touch the message you want to view.
7. Touch to return Home.

Delete a Verizon Message.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. Touch the **Verizon Messages** tab.
5. A list of messages will appear.
6. Select the message you want to delete.
7. Touch **Delete**.
8. Touch to return Home.

Delete All Verizon Messages.

1. Touch **Menu**.
2. Touch **Communications**.
3. Touch **Messaging**.
4. Touch the **Verizon Messages** tab.
5. A list of messages will appear.
6. Touch **Delete All**.
7. Touch to return Home.

The Verizon Messages will be deleted from the list.

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Contacts.

You can access your Contacts by simply touching **Menu** and then **Contacts**.

Refer to the **Contacts** section of this guide for more information.

Messaging.

You can access your Messages by simply touching **Menu** and then **Messaging**.

Refer to the **Messaging** section of this guide for more information.

Directories.

You can access the business and people search by simply touching **Menu** and then **Directories**.

Directories.

Business Search.

Search for a Business.

1. Touch **Menu**.
2. Touch **Directories**.
3. The **Business Search** tab will already be open.
4. Select a **Category** from the list, and then touch a **Sub-Category**.
   OR
   Touch **Keyword Search** – use the keyboard to tap out the Keyword or Business Name. Touch **Enter** when you're done, and then touch **Find**.
5. Your results will appear showing the business' name, address, phone number and distance from your location.
   Note: The business' suite number may appear in the middle of the address.
6. Touch the **business** result and the map will zoom to its location.

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7. You can also touch:
   - **Map All** to generate a map of all the business search results.
   - **Call** to dial the business.
   - **Send to VZ Navigator** to send spoken turn-by-turn directions to your cell phone. If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.
   - **Add to Contacts** to add this business to your Contacts.
8. Touch **Back** or **Directories** to start a new search.
9. Touch to return Home.

Note: This feature will only map wireline phone numbers listed in the business pages with an address.

Get Directions to a Business.

1. Touch **Menu**.
2. Touch **Directories**.
3. The **Business Search** tab will already be open.
4. Select a **Category** from the list, and then touch a **Sub-Category**.
   OR
   Touch **Keyword Search** – use the keyboard to tap out the Keyword or Business Name. Touch **Enter** when you're done, and then touch **Find**.
5. Your results will appear showing the business' name, address, phone number and distance from your location.
   Note: The business' suite number may appear in the middle of the address.
6. Touch the **business** result and the map will zoom to its location.
7. Touch **Send to VZ Navigator** to send spoken turn-by-turn directions to your cell phone.
   Note: If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.
8. Touch **Back** or **Directories** to start a new search.
9. Touch to return Home.

Note: This feature will only map wireline phone numbers listed in the **business pages** with an address.

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People Search.

Search for a Person.

1. Touch **Menu**.
2. Touch **Directories**.
3. Touch **People Search** tab.
4. Touch **First Name** – the keyboard will appear.
5. Use the keyboard to tap out the **First Name**. Touch **Enter** when you're done.
6. Repeat steps 5 and 6 to enter:
    - **Last Name** (required).
    - **City and State** OR **ZIP Code**
7. Touch **Find**.
8. Your results will appear. Touch the person for which you want to view details.
9. The person's address and phone number will appear.
10. You can touch:
    - **Map All** to generate a map of all the search results.
    - **Call** to dial the person.
    - **Send to VZ Navigator** to send spoken turn-by-turn directions to your cell phone. If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.
    - **Add to Contacts** to add this person to your Contacts.
11. Touch **Back** or **Directories** to start a new search.
12. Touch to return Home.

Note: This feature will only map wireline phone numbers listed in the people search with an address.

Reverse Lookup.

Search for a Person or Business by Phone Number.

1. Touch **Menu**.
2. Touch **Directories**.
3. Touch **Reverse Lookup** tab.
4. Touch **Phone Number** – the keypad will appear.
5. Use the keypad to tap out the **Phone Number**. Touch **Enter** when you're done.
6. Touch **Find**.
7. The person or business associated with this phone number will appear – touch the results to view details.

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8. The person's or business' address and phone number will appear.
   Note: The business' suite number may appear in the middle of the address.
9. You can touch:
   - **Map All** to generate a map of all the search results.
   - **Call** to dial the person.
   - **Send to VZ Navigator** to send spoken turn-by-turn directions to your cell phone. If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.
   - **Add to Contacts** to add this person to your Contacts.
10. Touch **Back** or **Directories** to start a new search.
11. Touch to return Home.
    Note: This feature will only map wireline phone numbers listed in the phone directory with an address.

Movies.

You can view a list of movies playing in your area, look up movies in another area and purchase tickets all from your Verizon Hub!

View Movies.

Now Playing in Your Area.

1. Touch **Menu**.
2. Touch **Movies**.
3. A list of movies **Now Playing** in your area will appear.
4. Touch the **Movie** you want to preview.
5. Touch **More Info**, **Showtimes** or **Trailer** tabs.
6. Touch to return Home.

Opening This Week in Your Area.

1. Touch **Menu**.
2. Touch **Movies**.
3. Touch **This Week** tab.
4. A list of movies opening soon will appear.
5. Touch the **Movie** you want to preview.
6. Touch **More Info**, **Showtimes** or **Trailer** tabs.
7. Touch to return Home.

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***Coming Soon** in Your Area.*

1. Touch **Menu**.
2. Touch **Movies**.
3. Touch the **Coming Soon** tab.
4. A list of movies coming soon will appear.
5. Touch the **Movie** you want to preview.
6. Touch **More Info**, **Showtimes** or **Trailer** tabs.
7. Touch to return Home.

Watch Movie Trailers.

1. Touch **Menu**.
2. Touch **Movies**.
3. A list of movies **Now Playing** in your area will appear.
4. Touch the **Movie** you want to preview.
5. Touch the **Trailer** tab and select a trailer.
6. The Trailer will appear in full-screen.
7. Touch anywhere on the screen to stop the trailer and return to the list of trailers.

Purchase Tickets.

1. Touch **Menu**.
2. Touch **Movies**.
3. A list of movies **Now Playing** in your area will appear.
4. Touch the **Movie** you want to preview.
5. Touch the **Showtimes** tab.
6. Touch the **Theater** for which you want to purchase tickets.
7. Touch **Purchase Tickets** next to the showtime you want to see.
8. Touch or to choose the number of tickets you want to purchase, then touch **Checkout**.
9. Enter your credit card information, and touch **Next**.
10. Confirm your order information and touch **Purchase Tickets**.
11. A message and confirmation number will appear.
12. Touch **Send Text** to send this message and confirmation number to your Verizon Wireless cell phone.
13. Touch to return Home.
    Important Note: We recommend you write down the confirmation number and take it with you to the theater.

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Theaters.

Find a Theater Near Me.

1. Touch **Menu**.
2. Touch **Movies**.
3. Touch **Theaters**.
4. A list of theaters in your ZIP Code will appear.
5. Scroll through the list of theaters and select a **Theater**.
6. Touch:
    a. **Call** to call the theater.
    b. **Showtimes** to see a list of movies playing.
    c. **Send to VZ Navigator** to send directions to your Verizon Wireless phone. If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.
    d. **View Map** to see the theater's location.
7. Touch to return Home.

Search for Theaters in Other Areas.

1. Touch **Menu**.
2. Touch **Movies**.
3. Touch **Theaters**.
4. A list of theaters in your ZIP Code will appear.
5. Touch **Change ZIP**.
6. Touch the **ZIP Code field**, enter a new **ZIP Code** in the keypad and touch **Enter**.
7. Touch **Search**.
8. A list of theaters in that area will appear.
9. Scroll through the list of theaters and select a **Theater**.
10. Touch:
    a. **Call** to call the theater.
    b. **Showtimes** to see a list of movies playing.
    c. **Send to VZ Navigator** to send directions to your Verizon Wireless phone. If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.
    d. **View Map** to see the theater's location.
11. Touch to return Home.

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History.

1. Touch **Menu**.
2. Touch **Movies**.
3. Touch the **History** tab.
4. Your ticket purchase history will appear.
   - **Send as Text Message** to send the details to your Verizon Wireless phone.
   - **Send to VZ Navigator** to send directions to your Verizon Wireless phone. If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.
5. Touch to return Home.

Chaperone®.

Chaperone is a simple, secure service that allows you to locate your children's Chaperone-enabled Verizon Wireless phones. Verizon Wireless Chaperone subscription required.

Find Location of Contact.

1. Touch **Menu**.
2. Touch **Chaperone**.
3. Enter **Cell Phone Number** and **Password.**
   Note: Login with your Chaperone Parent cell phone, and the password you use to sign in to **verizonwireless.com/chaperone**.
4. Touch LOGIN .
5. Find the person in your list of Family and Friends and touch **Locate**.
6. A map will generate the location of the cell phone.
7. Touch **Hide Details** to hide location information.
8. Touch to return Home.

MENU
CHAPERONE
verizon wireless
Chaperone lets you easily locate a family member or friend's phone in real time, at any time.
Sign in with your Verizon Wireless Cell Phone Number
Enter Cell Phone Number
Enter Password
CHAPERONE

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V CAST®.

You have access to a variety of V CAST videos from your Verizon Hub organized into four major categories – News & Sports, Entertainment, Food & Dining and Lifestyle. You also have a shortcut to your Internet Radio feature.

Watch Videos.

1. Touch **Menu**.
2. Touch **V CAST**. A video will automatically start playing.
3. Touch the **Category** you want to view.
4. Touch the **Sub-category**.
5. Touch the **Channel** you want to watch.
6. Touch the **Topic** you want to watch – it will start playing immediately.
    - Touch the screen once to make it full-screen.
    - Touch the screen again to return it to normal view.
    - Touch to pause the video.
    - Touch to resume the video.
    - Touch to restart the video.
7. Touch **Back** to return to the previous screen.
8. Touch to return Home.

Listen to Internet Radio.

Note: The **IHEARTRADIO** tab will be added once you download the Internet Radio app.

1. Touch **Menu**.
2. Touch **V CAST**.
3. Touch the **IHEARTRADIO** tab.
4. Radio stations will be categorized by genre:
    - Touch the **genre** to see a list of stations in that radio format.
    - Touch **ALL – Alphabetical** to see a full list of stations.
    - Touch **ALL – Location** to see a list of stations by city.
5. A list of radio stations will appear.
6. Select the radio station you want to hear, and it will begin to play:
    - Touch to stop the station.
    - Touch to play the station.
7. Touch **Back** to return to the previous screen.
8. Touch to return Home.

Refer to the **Internet Radio** section of this guide for more information.

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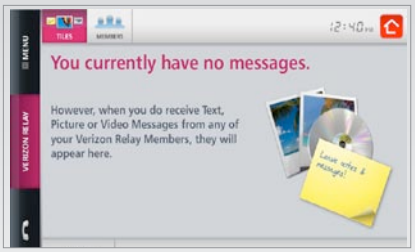
Verizon Relay.

Verizon Relay is a feature that lets you receive your Text, Picture & Video Messages on your Verizon Hub. Simply add friends or family, who are Verizon Wireless customers, as Verizon Relay Members and their messages will appear on your Verizon Hub.


You currently have no messages.
However, when you do receive Text, Picture or Video Messages from any of your Verizon Relay Members, they will appear here.

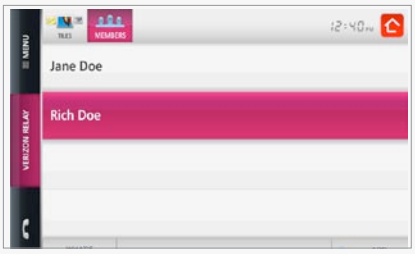
And when you add a friend or family member as a Verizon Relay member they will also be added to PhotoDial. PhotoDial is a speed–dial–like feature that lets you quickly call contacts.

Refer to the **PhotoDial** section of this guide for more information.

View Messages.

1. Touch **Menu**.
2. Touch **Verizon Relay**.
3. Touch **Members**.
4. If you have messages, they will appear.
5. Touch the **Message** you want to view.
6. Touch to return Home.

View All Members.



1. Touch **Menu**.
2. Touch **Verizon Relay**.
3. Touch **Members**.
4. A list of all your members will appear.
5. Touch to return Home.

Add a Member Manually.

1. Touch **Menu**.
2. Touch **Verizon Relay**.
3. Touch **Members**.
4. Touch **Add Member**.
5. Touch **First Name** – the keypad will appear.
6. Use the keypad to tap out the **First Name**, and touch **Enter** when you're done.

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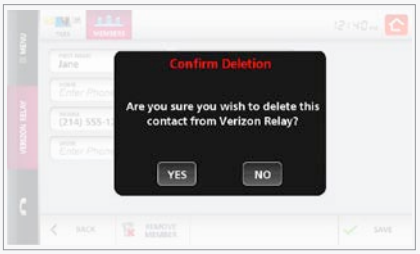
7. Repeat steps 5 and 6 to enter:
    - Last Name.
    - Home Number.
    - Cell Number.
    - Work Number.
8. Touch **Change Image**.
9. A selection of images will appear. Touch any **image** to select it as the Contact Picture.
10. Touch SAVE .
11. Touch to return Home.

Add a Member From Contacts.

1. Touch **Menu**.
2. Touch **Verizon Relay**.
3. Touch **Members**.
4. Touch **Add Member**.
5. Touch SEARCH CONTACTS .
6. A list of Contacts will appear alphabetically.
7. Touch the Contact you want to add to as a Member.
8. Touch DONE .
9. Touch any of the blank fields to enter more information.
10. Touch SAVE .
11. Touch to return Home.

Delete Member.

1. Touch **Menu**.
2. Touch **Verizon Relay**.
3. Touch **Members**.
4. Touch the **Member** you want to remove.
5. The Member's information will appear.
6. Touch **Remove Member**.
7. A confirmation message will appear. Touch **Yes**.
8. Touch to return Home.



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View Tiles Online.

See a full-view list of your Verizon Relay messages when you're away from home.

1. Go to **verizonwireless.com/welcome**.
2. In the Cell Phone field, enter your **Verizon Hub phone number**.
   Note: If you also have a Verizon Wireless number, DO NOT enter that number.
3. Create account information and follow the prompts.
4. Once signed in, click Verizon Relay.
5. You can view the tiles, View by Member and Delete tiles.

Calendar.

Use the Calendar to keep track of your household activities. You can create events, set reminders and send them to your Verizon Wireless cell phone.

View Calendar.

1. Touch **Menu**.
2. Touch .
3. Touch **Calendar**.
4. The monthly Calendar will appear, with the **current date** highlighted.
5. Scheduled events will be listed on the date they occur.
   Note: If there are multiple events scheduled, the latest scheduled event will be displayed and the total number of events for the day will appear in the corner.
6. Touch PREV or NEXT to see other months.
7. Touch to return Home.

View Event.

1. Touch **Menu**.
2. Touch .
3. Touch **Calendar**.
4. On the Monthly Calendar, touch the **date** of the event.
5. Upcoming events will appear.
6. Touch the **Event** you want to view.

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7. The event details will appear.
8. Touch **Month View** to return to the Monthly Calendar.
   OR
   Touch to return Home.

Add Event.

1. Touch **Menu**.
2. Touch .
3. Touch **Calendar**.
4. On the Monthly Calendar, touch the **date** of the event.
5. Upcoming events will appear.
6. Touch **New Event**. The New Event screen will be displayed.
7. If you need to change the date, touch the **Event Date** to choose another date from the Monthly Calendar.
8. Touch **Event Title**. Use the keypad to type the title and touch **Enter**.
9. Touch **Event Time** to select the time, and then touch **OK**.
10. Select a **Reminder Time**.
11. Touch **Send To** to select participants to send the event to your Contact List.
12. Select the **contacts** and touch **Done**.
13. When you're done, touch **Save**. The event will be added to the list of events for the selected date.
14. Touch **Month View** to return to the Monthly Calendar.
    OR
    Touch to return Home.

Add Birthday.

1. Touch **Menu**.
2. Touch .
3. Touch **Calendar**.
4. On the Monthly Calendar, touch the **date** of the event.
5. Upcoming events will appear.
6. Touch **Add Birthday.** The Birthday screen will be displayed.
7. If you need to change the date, touch the **Event Date** to choose another date from the Monthly Calendar.
8. Touch **Event Title**. Use the keypad to type the title and touch **Enter**.

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9. Touch **Event Time** to select the time, and then touch **OK**.
10. Select a **Reminder Time**.
11. Touch **Send To** to select participants to send the event to from your Contact List.
12. Select the **contacts** and touch **Done**.
13. When you're done, touch **Save**. The event will be added to the list of events for the selected date.
14. Touch **Month View** to return to the Monthly Calendar.
    OR
    Touch to return Home.

Add Anniversary.

1. Touch **Menu**.
2. Touch .
3. Touch **Calendar**.
4. On the Monthly Calendar, touch the **date** of the event.
5. Upcoming events will appear.
6. Touch **Add Anniversary.** The Anniversary screen will be displayed.
7. If you need to change the date, touch the **Event Date** to choose another date from the Monthly Calendar.
8. Touch **Event Title**. Use the keypad to type the title and touch **Enter**.
9. Touch **Event Time** to select the time, and then touch **OK**.
10. Select a **Reminder Time**.
11. Touch **Send To** to select participants to send the event to from your Contact List.
12. Select the **contacts** and touch **Done**.
13. When you're done, touch **Save**. The event will be added to the list of events for the selected date.
14. Touch **Month View** to return to the Monthly Calendar.
    OR
    Touch to return Home.

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Edit Event.

1. Touch **Menu**.
2. Touch .
3. Touch **Calendar**.
4. On the Monthly Calendar, touch the **date** of the event.
5. Upcoming events will appear.
6. Touch the **Event** you want to edit.
7. The details for the event will be displayed.
8. Make changes and touch **Save**.
9. The event will be updated in the list of events for the selected date.
10. Touch **Month View** to return to the Monthly Calendar.
    OR
    Touch to return Home.

Delete Event.

1. Touch **Menu**.
2. Touch .
3. Touch **Calendar**.
4. On the Monthly Calendar, touch the **date** of the event.
5. Upcoming events will appear.
6. Touch the **Event** you want to delete.
7. The details for the event will be displayed.
8. To delete an event, touch the next to the event.
9. A confirmation message will appear. Touch **Yes**.
10. The event is deleted from the list of events for that date.
11. Touch **Month View** to return to the Monthly Calendar.
    OR
    Touch to return Home.

Calculator.

Use the Calculator.

1. Touch **Menu**.
2. Touch .
3. Touch **Calculator**.
4. Use the electronic keypad to perform calculations just as you would on any other calculator.
5. Touch to return Home.

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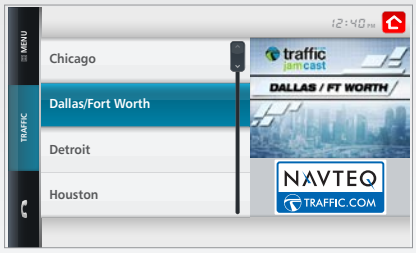
Traffic.

You can check current traffic conditions in your area, or lookup another U.S. metropolitan area. A video will automatically play showing the current traffic jams and areas to avoid.

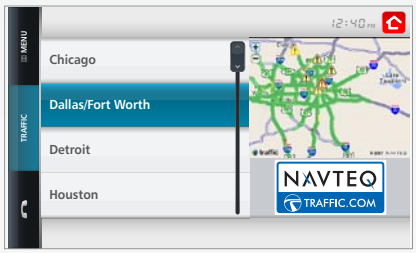
Check Local Traffic.

1. Touch **Menu**.
2. Touch .
3. Touch **Traffic**.
4. Select a **City** from the list.
5. The traffic update for this city will start playing.
6. Touch to return Home.



View Traffic for Another Area.

1. Touch **Menu**.
2. Touch .
3. Touch **Traffic**.
4. Select a **City** from the list.
5. The traffic update for this city will start playing.
6. Touch the name of **another city** in the list.
7. The traffic update for this city will start playing.
8. Touch to return Home.



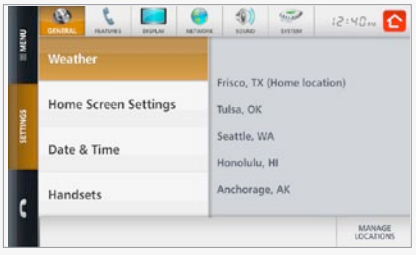
Settings.

General.

Weather.

View Current Weather Location(s).

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. A list of your current, saved Weather locations will appear.
6. Touch to return Home.



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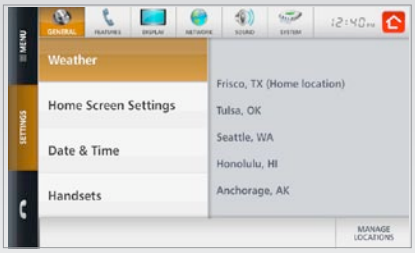
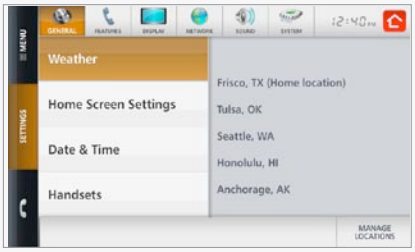
Add Weather Location.

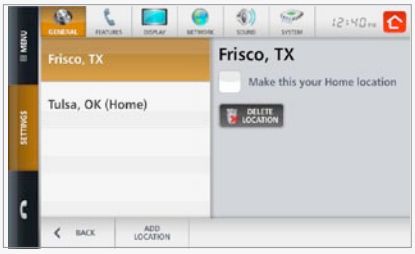


1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Manage Locations**.
6. Touch ADD LOCATION .
7. To add a U.S. location:
   - Touch the **U.S. Location** tab.
   - Touch **City**, **State** or **ZIP Code** – the keyboard/keypad will appear.
   - Use the keyboard/keypad to enter the location, and then touch **Enter**.
   - Touch **Done**.
8. To add an international location:
   - Touch the **International Location** tab.
   - Touch **City**, **Province** or **Country** – the keyboard will appear.
   - Use the keyboard/keypad to enter the location, and then touch **Enter**.
   - Touch **Done**.
9. Touch the new Weather **location** in the list.
10. If you want, touch the box next to **Make this your Home location**.
11. Touch to return Home.

The location will be displayed on the Home screen.

Change Home Weather Location.





1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch MANAGE LOCATIONS .
6. Touch the Weather **location** you want to change to your Home location.
7. The Weather location info will appear – touch the box next to **Make this your Home location**.
8. Touch to return Home.

The Weather location will be displayed on the Home screen.

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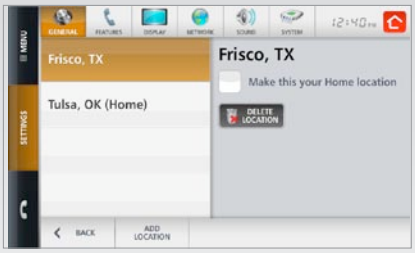
Delete Weather Location.



1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch MANAGE LOCATIONS .
6. Touch the Weather **location** you want to delete.
7. Touch **Delete**.
8. A confirmation message will appear. Touch **Yes**.
9. The Weather location will be removed from the list.
10. Touch to return Home.

Home Screen Settings.

On your Home screen you can choose to display or hide the widgets for Weather, Date & Time, Calling Features, Calls & Messages and Start Up.

Add Weather Widget to Home Screen.

Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to add a check in the box next to **Display Weather widget on Home screen**.
7. Touch to return Home.

Weather will now appear on your Home screen.

Remove Weather Widget From Home Screen.

Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to delete a check in the box next to **Display Weather widget on Home screen**.
7. Touch to return Home.

Weather will be removed from your Home screen.

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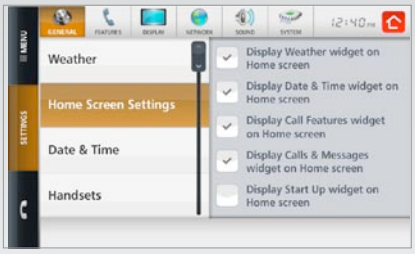
Add Date & Time Widget to Home Screen.


Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to add a check in the box next to **Display Date & Time widget on Home screen**.
7. Touch to return Home.

Date & Time will now appear on your Home screen.

Remove Date & Time Widget From Home Screen.

Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to delete a check in the box next to **Display Date & Time widget on Home screen**.
7. Touch to return Home.

Date & Time will be removed from your Home screen.

Add Call Features Widget to Home Screen.

Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to add a check in the box next to **Display Call Features widget on Home screen**.
7. Touch to return Home.

Call Features will now appear on your Home screen.

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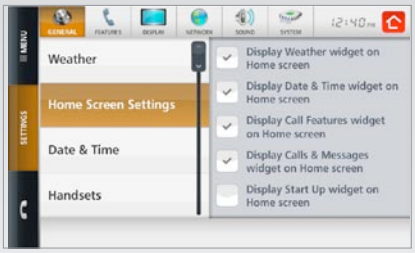
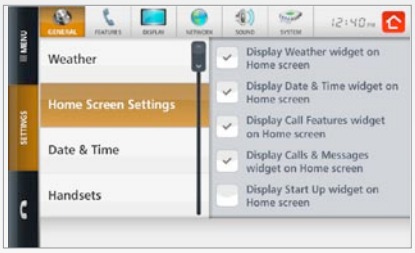
Remove Call Features Widget From Home Screen.


Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to remove a check in the box next to **Display Call Features widget on Home screen.**
7. Touch to return Home.

Call Features will be removed from your Home screen.

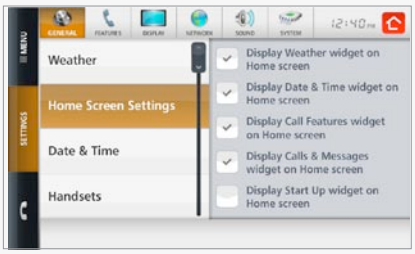
Add Calls & Messages Widget to Home Screen.


Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to add a check in the box next to **Display Calls & Messages widget on Home screen**.
7. Touch to return Home.

Calls & Messages will now appear on your Home screen.

Remove Calls & Messages Widget From Home Screen.


Weather
Home Screen Settings
Date & Time
Handsets
Display Weather widget on Home screen
Display Date & Time widget on Home screen
Display Call Features widget on Home screen
Display Calls & Messages widget on Home screen
Display Start Up widget on Home screen

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Home Screen Settings**.
6. Touch to delete a check in the box next to **Display Calls & Messages widget on Home screen**.
7. Touch to return Home.

Calls & Messages will be removed from your Home screen.

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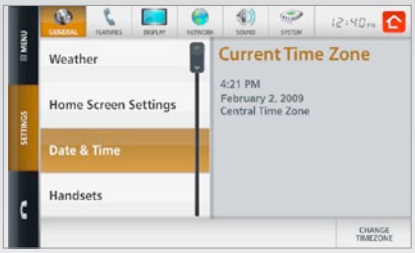
Date & Time.

View Current Date & Time Settings.

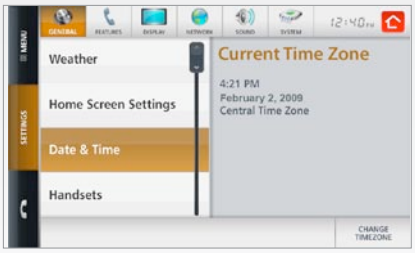
1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Date & Time**.
6. The current date and time will appear.
7. Touch to return Home.

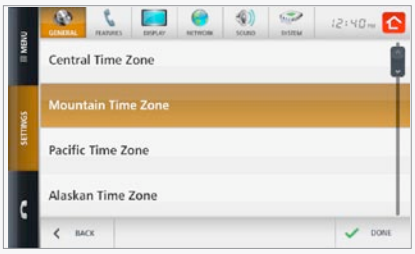


Change Time Zone.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Date & Time**.
6. The current date and time will appear.
7. Touch **Change Time Zone**.
8. Select the new **Time Zone** and touch **Save**.
9. Touch to return Home.

The changes you've made to your Time Zone will be effective immediately.

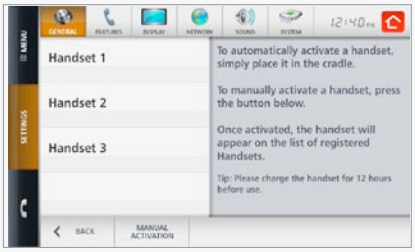




Handsets.

View Activated Handsets.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Handsets**.
6. A list of activated handsets will appear.
7. Touch to return Home.


Handset 1
Handset 2
Handset 3
To automatically activate a handset, simply place it in the cradle.
To manually activate a handset, press the button below.
Once activated, the handset will appear on the list of registered Handsets.
Tip: Please charge the handset for 12 hours before use.
BACK
MANUAL ACTIVATION

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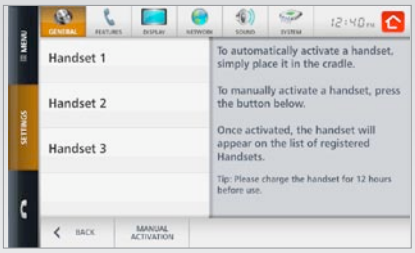
Activate Handset Automatically.


Handset 1
Handset 2
Handset 3
To automatically activate a handset, simply place it in the cradle.
To manually activate a handset, press the button below.
Once activated, the handset will appear on the list of registered Handsets.
Tip: Please charge the handset for 12 hours before use.
BACK
MANUAL ACTIVATION

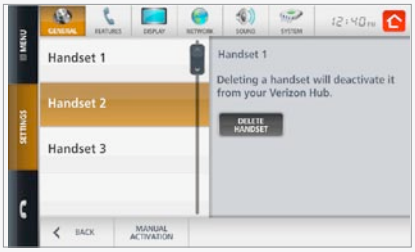
1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Handsets**.
6. To automatically activate the handset, place the handset in the cradle with the screen facing outward. Once the handset is activated, it will appear on the list here in Settings.
7. A confirmation message will appear. Touch **OK**.
8. Touch to return Home.

Activate Handset Manually.

Handset 1
Handset 2
Handset 3
Manually Activate Handset
1. On the handset press OK to open the Menu.
2. Scroll to Settings, and press OK.
3. Scroll to Registration, and press OK.
4. Scroll to Activate Handset, and press OK.
5. Enter the PIN: 1590, and press NEXT.
After a few moments, you will see "Handset activation successful".
This handset will appear in your list.
BACK
MANUAL ACTIVATION

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Touch **Handsets**.
6. Touch **Handset** you want to delete.
7. Touch **Delete**.
8. A confirmation message will appear. Touch **Yes**.

Delete Handset.



The handset will be deactivated. It will no longer work with your Verizon Hub unless you choose to activate it again.

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Verizon Hub Tour.

You can replay the feature tour that first played when you set up your Verizon Hub.

Home Screen Settings
Date & Time
Handsets
Verizon Hub Tour
Take another look at Verizon Hub's key features.
REPLAY TOUR
Tip: Touch the screen at any time to exit the Tour.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. The GENERAL section will open, showing **Weather**.
5. Scroll to and then touch **Verizon Hub Tour**.
6. Touch **Replay Tour**.
7. The tour will launch and appear full-screen. Touch the screen at any time to exit the tour.
8. Touch to return Home.

Calling Features.

Call Forwarding.

Call Forwarding allows you to forward incoming calls from your Verizon Hub to another phone. If you're unable to answer the forwarded call, the voice mailbox of the other phone number will accept the call.

IMPORTANT INFORMATION.

Call Forwarding cannot be used with international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when forwarding calls to these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for forwarding calls to these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

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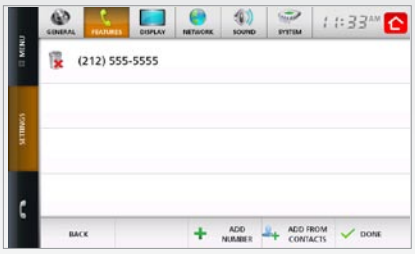
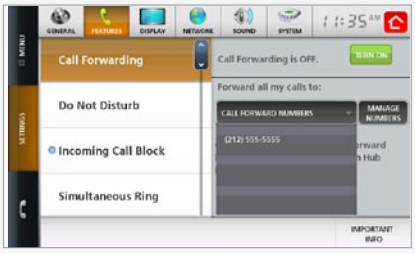
Turn On Call Forwarding – First Time Setup.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Touch **Call Forwarding**.
6. Touch MANAGE NUMBERS.
7. Touch ADD NUMBER or ADD FROM CONTACTS – the keyboard will appear.
8. Use the keyboard to enter a 10-digit **phone number**, and touch **Enter**.
9. Touch DONE.
10. Touch **Call Forward Numbers** and select the **number** from the list.
11. Touch TURN ON.
12. Your calls will be forwarded to the phone number you selected.
13. To add more numbers, repeat steps 6-9.
14. Touch to return Home.

Your calls will be forwarded to the phone number you selected until you turn off Call Forwarding.

Call Forwarding
Call Forwarding is OFF.
TURN ON
Forward all my calls to:
Do Not Disturb
CALL FORWARD NUMBERS
MANAGE NUMBERS
Incoming Call Block
Call Forwarding allows you to forward incoming calls from your Verizon Hub Phone to another phone.
Simultaneous Ring
IMPORTANT INFO

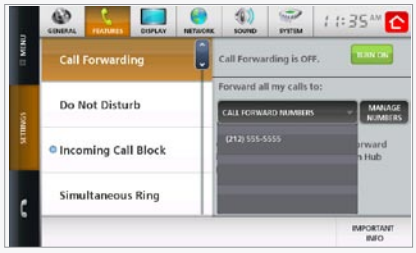




Turn On Call Forwarding – Already Set Up.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Touch **Call Forwarding**.
6. Touch **Call Forward Numbers** and select the **number** from the list.
7. Touch TURN ON.
8. Your calls will be forwarded to the phone number you selected.
9. Touch to return Home.

Call Forwarding
Call Forwarding is OFF.
TURN ON
Forward all my calls to:
Do Not Disturb
CALL FORWARD NUMBERS
MANAGE NUMBERS
Incoming Call Block
Call Forwarding allows you to forward incoming calls from your Verizon Hub Phone to another phone.
Simultaneous Ring
IMPORTANT INFO



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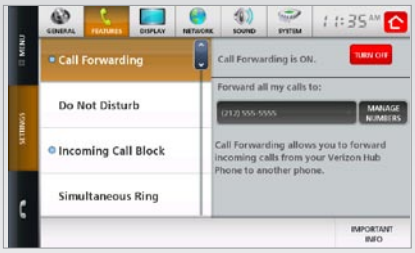
Turn Off Call Forwarding.


Call Forwarding
Do Not Disturb
Incoming Call Block
Simultaneous Ring
Call Forwarding is ON.
Forward all my calls to:
Call Forwarding allows you to forward incoming calls from your Verizon Hub Phone to another phone.

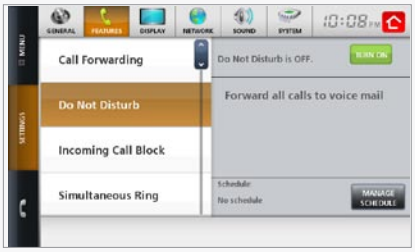
1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Call Forwarding**.
6. Touch TURN OFF .
7. Touch to return Home.

Your calls will no longer be forwarded until reactivated.

Do Not Disturb.

You can choose to send all calls directly to Voice Mail when you don't want to be disturbed. You can also schedule to turn this feature on and off for a specific time frame.

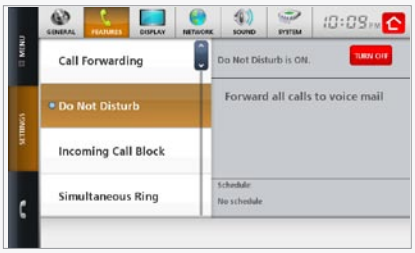
Turn On Do Not Disturb.



1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Do Not Disturb**.
6. Touch **Manage Schedule** to set a time to turn on Do Not Disturb. Touch **Save**.
7. Touch TURN ON .
8. Touch to return Home.

Do Not Disturb will be turned on immediately.

Turn Off Do Not Disturb.



1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Do Not Disturb**.
6. Touch TURN OFF .
7. Touch to return Home.

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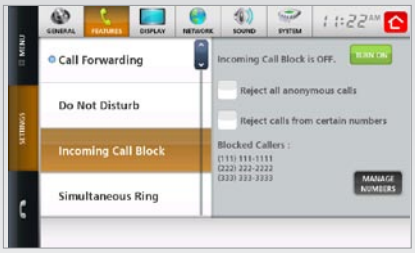
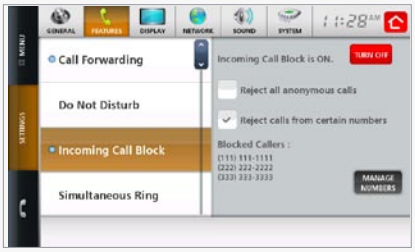
Incoming Call Block.

You have the ability to block up to 12 phone numbers you don't want calling you, or block all anonymous calls.



Turn On Incoming Call Block.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Touch **Incoming Call Block**.
6. Touch the check box next to:
   Reject all anonymous calls.
   OR
   Reject calls from certain numbers.
7. Touch MANAGE NUMBERS.
8. Touch ADD NUMBER and the keypad will appear.
9. Use the keypad to enter the **phone number**, and touch **Enter**.
10. Touch DONE.
11. Touch TURN ON.
12. Touch to return Home.



Turn Off Incoming Call Block.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Touch **Incoming Call Block**.
6. Touch TURN OFF.
7. Touch to return Home.

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Simultaneous Ring.
Never miss another important call. When you activate Simultaneous Ring, all incoming phone calls you receive will ring on up to 3 different numbers, plus the Verizon Hub number. The first phone that is answered connects you to the caller.

However, if you aren't able to answer the call, the caller will be sent to Voice Mail for the phone that has the shortest ring count.

Note: You will be charged airtime minutes if you choose to answer a Simultaneous Ring call on your cell phone.

IMPORTANT INFORMATION.
Simultaneous Ring cannot be used with international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when using Simultaneous Ring with these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for using Simultaneous Ring with these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

Turn On Simultaneous Ring.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Touch **Simultaneous Ring**.
6. Touch MANAGE NUMBERS.
7. Touch ADD NUMBER or ADD FROM CONTACTS – the keyboard will appear.
8. Use the keyboard to enter a **phone number**, and touch **Enter**.
9. Touch DONE.
10. To add up to 3 numbers, repeat steps 6-9.
11. When you're done, touch TURN ON.
12. Your calls will be sent to the phone numbers you selected.
13. Touch to return Home.

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Turn Off Simultaneous Ring.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Touch **Simultaneous Ring**.
6. Touch TURN OFF.
7. Touch to return Home.

Backup Numbers.

If you experience an interruption in service, you can have your calls automatically forwarded to a Backup Number.

Most likely, you chose a Backup Number when you first set up your Verizon Hub, but you can add or change your Backup Number at any time.

Change Backup Number.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Backup Number**.
6. Touch **Backup Number** – the keypad will appear.
7. Use the keypad to enter the **number**, and touch **Enter**.
8. Touch SAVE.
9. Touch to return Home.

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Call Waiting.

With Call Waiting, a call can get through when you're on another call. When someone tries to call you when you're on the phone, you will hear a Call Waiting tone. The person calling you will hear ringing until you answer. You can either answer the new call or let it go to Voice Mail.

Note: This feature default is On.

Turn On Call Waiting.

Backup Number
Call Waiting
Caller ID Block
International Call Block
Call Waiting is OFF.
TURN ON
With Call Waiting, a call can get through when you're on another call. When someone tries to call you when you're on the phone, you will hear a Call Waiting tone. The person calling you will hear ringing until you answer. You can either answer the new call or let it go to Voice Mail.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Call Waiting**.
6. Touch TURN ON.
7. Touch to return Home.

Turn Off Call Waiting.

Backup Number
Call Waiting
Caller ID Block
International Call Block
Call Waiting is ON.
TURN OFF
With Call Waiting, a call can get through when you're on another call. When someone tries to call you when you're on the phone, you will hear a Call Waiting tone. The person calling you will hear ringing until you answer. You can either answer the new call or let it go to Voice Mail.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Call Waiting**.
6. Touch TURN OFF.
7. Touch to return Home.

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Caller ID Block.

You can block your Caller ID on a per call basis by dialing *67. Once you set up permanent Caller ID Block, all your calls are anonymous until you disable the feature.

If you would like to show your Caller ID information on a particular call, dial *82 prior to making a call. This function will allow your Caller ID information to be displayed while Caller ID Block is On.

Turn On Caller ID Block.

Backup Number
Call Waiting
Caller ID Block
International Call Block
Caller ID Block is OFF.
TURN ON
This feature lets you block your telephone number and name from being displayed to the person you're calling.
IMPORTANT INFO

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Caller ID Block**.
6. Touch TURN ON.
7. Your Caller ID and Name will not be displayed when you make outgoing calls.
8. Touch to return Home.

Turn Off Caller ID Block.

Backup Number
Call Waiting
Caller ID Block
International Call Block
Caller ID Block is ON.
TURN OFF
This feature lets you block your telephone number and name from being displayed to the person you're calling.
IMPORTANT INFO

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Caller ID Block**.
6. Touch TURN OFF.
7. Your Caller ID and Name will be displayed when you make outgoing calls.
8. Touch to return Home.

International Call Block.

This feature prevents any international calls from being placed from your phone.

Call Waiting
Caller ID Block
International Call Block
Voice Mail
International Call Block is OFF.
This feature prevents any international calls from being placed from your phone.
For your security, please visit verizonwireless.com/hub to activate this feature.
IMPORTANT INFO

For your protection, the default setting for International Call Block is ON. Please visit **verizonwireless.com/hub** to deactivate this feature if you'd like to make international calls.

Refer to the **International Call Block** section of this guide for more information.

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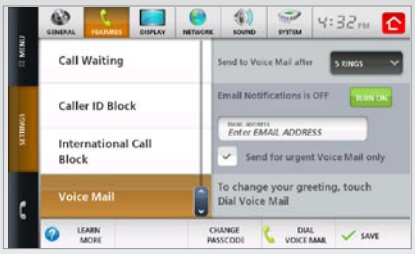
Voice Mail Settings.

Your Voice Mail allows callers to leave messages for you when you're away from your phone or when you are unable to take the call. You can listen to Voice Mail messages directly from your Verizon Hub or, when you're away from home, you can retrieve messages from the Voice Mail system or online from the Web Management Site at **verizonwireless.com/hub**.



Important Note: Prior to changing your Verizon Hub telephone number or transferring your existing home phone number to your Verizon Hub, you must set up Voice Mail first.

Change Number of Rings Before Going to Voice Mail.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Voice Mail**.
6. Touch the Ring number to select 2, 3, 4, 5 or 6 Rings.
7. Touch SAVE.
8. Touch to return Home.

Send Email Notification of New Voice Mail.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Voice Mail**.
6. Touch **Enter Email Address** – the keyboard will appear.
7. Use the keyboard to enter the **Email Address**, then touch **Enter**.
8. Next to Email Notifications, touch TURN ON.
9. If you want, check the box next to **Send for urgent Voice Mail only**.
10. Touch SAVE.
11. Touch to return Home.

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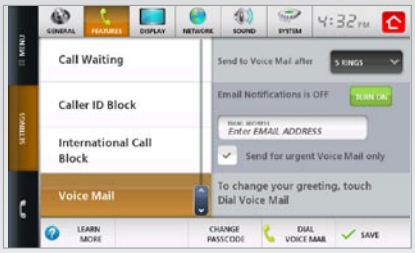
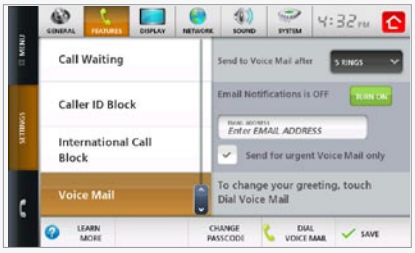
Change Voice Mail Passcode.



1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Voice Mail**.
6. Touch CHANGE PASSCODE.
7. Touch **Enter Old Passcode** – the keyboard will appear.
8. Use the keyboard to enter the **Old Passcode**, then touch **Enter**.
9. Repeat steps 7 and 8 for:
   - **New Passcode**.
   - **Confirm New Passcode**.
10. When you're done, touch SAVE.
11. Touch to return Home.

Your new Passcode has been activated.

Change Voice Mail Greeting.

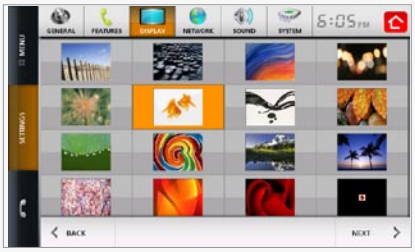


1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch FEATURES.
5. Scroll to and then touch **Voice Mail**.
6. Touch DIAL VOICE MAIL and follow the voice prompts.
7. Touch to return Home.

Display.

Wallpaper.

Change Wallpaper.



1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch DISPLAY.
5. Touch **Wallpaper**.
6. The current Wallpaper will appear.
7. If you want to rotate your Wallpaper images, touch the checkbox next to **Shuffle all Wallpaper images**.
   Note: The Wallpaper will change every 20 minutes.
8. Touch **Change Wallpaper**.
9. Touch the Wallpaper you want, and it will automatically appear on your Verizon Hub.

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Screensaver.

Change Screensaver.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch DISPLAY .
5. Touch **Screensaver**.
6. The current Screensaver will appear.
7. Touch CHANGE SCREENSAVER .
8. Touch the option you prefer, and you'll return to the Screensaver page.
9. Touch **Preview** to see a preview of your selection.
10. Touch the screen again to return to the Screensaver page.
11. Select the **Delay** you'd like before the Screensaver turns on:
    - 5 min.
    - 10 min.
    - 30 min.
12. Select Automatic Dimming **ON** or **OFF**.
13. If you want your screen to turn off and go black after 30 minutes, touch **ON** next to **Turn Off Display**.
14. When you're done, touch SAVE .
15. Touch to return Home.

The new Screensaver will appear the next time your device rests.

Upload New Photos for Wallpaper and Screensaver.

You can upload new photos to use as Wallpaper or a Screensaver on your Verizon Hub. You can do this from the Web Management Site at **verizonwireless.com/hub**.

Refer to the **Upload Photos** section of this guide for more information.

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Network.

If you have an established home network, you can connect your Verizon Hub to the wired or wireless network.

Check Wired Connection.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch **Network**.
5. Your connection type and status will appear.
6. Touch to return Home.

Connect to Wired Network.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch **Network**.
5. Your connection type and status will appear.
6. Touch **Change Network**.
7. Touch **Use a Network Cable**.
8. Connect an Ethernet cable to your Verizon Hub and then your home network.

Refer to the **Connect to Wired Network** section of this guide for more information.

Check Wireless Connection.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch **Network**.
5. Your connection type and status will appear.
6. Touch to return Home.

Connect to Wireless Connection.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch **Network**.
5. Your connection type and status will appear.
6. Touch **Change Network**.

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7. Touch **Use My Wireless Network.**
8. Select a **Wireless Network** from the list.
9. Enter your **Network Password**.
10. Touch **Connect**.
11. A status message will appear to confirm connection.
12. Touch to return Home.

Refer to the **Connect to Wireless Network** section of this guide for more information.

Change Network.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Your connection type and status will appear.
6. Touch **Change Network**.
7. Touch **Use a Network Cable** or **Use My Wireless Network**.
8. Follow the on-screen instructions.
9. Verizon Hub will connect to the Network, indicate the connection and return to the Home screen.

Refer to the **Connect to Wired Network** or **Connect to Wireless Network** sections of this guide for more information.

IP Address

Obtain IP Automatically

1. Touch Menu.
2. Touch .
3. Touch Settings.
4. Touch .
5. Your connection type and status will appear.
6. Touch **Advanced IP Settings**.
7. The IP Address will appear. Touch **Renew IP** to receive updated IP information.
8. Touch to return Home.

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Manual IP Configuration.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch NETWORK.
5. Touch **Advanced IP Settings**.
6. Touch **Manual IP Configuration**.
7. Enter the following:
   - **IP Settings**.
   - **Subnet Mask**.
   - **Default Gateway**.
   - **Preferred DNS.**
   - **Secondary DNS.**
8. When you're done, touch SAVE.
9. Touch to return Home.

Sound.

Volume.

Adjust System Volume.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch SOUND.
5. Touch **Volume**.
6. Next to System, touch + or − to adjust the System Volume.
7. Touch to return Home.

Adjust Speakerphone Volume.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch SOUND.
5. Touch **Volume**.
6. Next to Speakerphone, touch + or − to adjust the Speakerphone Volume.
7. Touch to return Home.

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Adjust Ringer Volume.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Volume**.
6. Next to Ringer, touch + or − to adjust the Ringer Volume.
7. Touch to return Home.

Adjust Media Volume.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Volume**.
6. Next to Media, touch + or − to adjust the Media Volume.
7. Touch to return Home.

Ringtone.

Listen to Current Ringtone.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Ringtone**.
6. Your current Ringtone is listed.
7. Touch to listen to the ringtone.
8. Touch to return Home.

Change Ringtone.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Ringtone**.
6. Touch **Change**.
7. Scroll to view the full list of Ringtones. Touch any of the Ringtones, then touch:
   - to preview the Ringtone.

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- to pause the Ringtone.
- to replay the Ringtone from the beginning.

8. When you're done, touch SAVE .
9. Touch to return Home.

Your new Ringtone will be effective immediately.

System.

System Information.

View System Information.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **System Information**.
6. The Software Version will be listed.
7. Touch to return Home.

Check if Verizon Hub is Online.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **System Information**.
6. If you're connected to your home network, the screen will say: **Verizon Hub is currently online**.
7. Touch to return Home.

Version Information.

View Version Information.

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **Version Information**.
6. All the Verizon Hub **Version Information** will be listed.
7. Touch to return Home.

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System Resets

Verizon Hub Reset

1. Touch **Menu**.
2. Touch .
3. Touch **Settings**.
4. Touch .
5. Touch **System Resets**.
6. Please follow the instructions on the screen to reset your Verizon Hub.
7. Touch to return Home.

Apps.

Apps allows you to select and download new applications for your Verizon Hub.

Download Apps.

1. Touch **Menu**.
2. Touch .
3. Touch **Apps**.
4. The **What's New** tab will display available apps.
5. Touch an app to view a description of the application.
6. Touch **Download**.
7. A confirmation message will appear. Touch **Yes**.
8. A message confirming the download will appear. Touch **OK**.
9. The app will now appear in the **My Stuff** tab and you can launch it from the Menu.
10. Touch to return Home.

View My Stuff.

1. Touch **Menu**.
2. Touch .
3. Touch **Apps**.
4. The **What's New** tab will display available apps.
5. Touch the **My Stuff** tab to see the apps you have already downloaded.
6. Touch to return Home.

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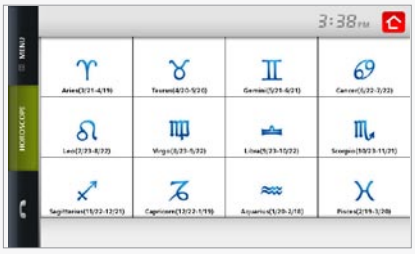
Remove App.

My Stuff / Media
Recipes
REMOVE
Version: 1.0
Download Date:04/29/2009
Have access to the full pantry of recipes from allrecipes.com without going to your computer. Each recipe has a side-by-side list of ingredients and directions, and breaks down the nutritional information for easy viewing.
BACK

1. Touch **Menu**.
2. Touch .
3. Touch **Apps**.
4. The **What's New** tab will display available apps.
5. Touch the **My Stuff** tab to see the apps you have already downloaded.
6. Touch the **App** you want to remove and then touch **Remove**.
7. A confirmation message will appear. Touch **Yes**.
8. A message confirming the deletion will appear. Touch **OK**.
9. The app will be removed from the Menu and the **My Stuff** tab and will be available again in the **What's New** tab.
10. Touch to return Home.

Using Apps.

Horoscopes.



You must first download Horoscopes as described in the **Download Apps** section.

1. Touch **Menu**.
2. Touch to locate **Horoscopes**.
3. Touch **Horoscopes**.
4. Touch your astrological sign.
5. Your Horoscope will be displayed.
6. Touch **Back** to return to the previous screen.
7. Touch to return Home.

Note: For entertainment purposes only.

Internet Radio.

You must first download Internet Radio as described in the **Download Apps** section.

Listen to Internet Radio.

1. Touch **Menu**.
2. Touch to locate **Internet Radio**.
3. Touch **Internet Radio**.
4. Radio stations will be categorized by genre:
    - Touch the **genre** to see a list of stations in that radio format.

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- Touch **ALL - Alphabetical** to see a full list of stations.
- Touch **ALL - Location** to see a list of stations by city.

5. Select the **radio station** you want to hear and it will begin to play.
    - Touch to stop the station.
    - Touch to play the station.
6. Touch **Add** to add the station to My Favorites.
7. Touch **Back** to return to the previous screen.
8. Touch to return Home.

Add Station to My Favorites.

1. Touch **Menu**.
2. Touch to locate **Internet Radio**.
3. Touch **Internet Radio**.
4. Radio stations will be categorized by genre:
    - Touch the **genre** to see a list of stations in that radio format.
    - Touch **ALL - Alphabetical** to see a full list of stations.
    - Touch **ALL - Location** to see a list of stations by city.
5. Select the **radio station** you want to add and it will begin to play.
6. Touch **Add** to add the station to My Favorites.
7. The station will now appear in My Favorites.
8. Touch **Back** to return to the previous screen.
9. Touch to return Home.

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Remove Station From My Favorites.

1. Touch **Menu**.
2. Touch to locate **Internet Radio**.
3. Touch **Internet Radio**.
4. Touch **My Favorites** to view a list of stations.
5. Select the **radio station** you want to remove, and it will begin to play.
6. Touch **Delete**.
7. A confirmation message will appear. Touch **Yes**.
8. The station will be removed from My Favorites but will still appear in the iheartradio.com list.
9. Touch **Back** to return to the previous screen.
10. Touch to return Home.

Photo Viewer.

You must first download Photo Viewer as described in the **Download Apps** section.

View Album.

1. Touch **Menu**.
2. Touch to locate **Photo Viewer**.
3. Touch **Photo Viewer**.
4. You will see a list of available photo albums.
5. Touch the **album** you want to view and the first photo will appear on the right.
6. Touch that **photo** to open the album.
7. Touch **Options** to **Play Slideshow** or **Save** the selected photo as your Wallpaper.
8. Touch **Back** to return to the previous screen.
9. Touch to return Home.

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Play Slideshow.

1. Touch **Menu**.
2. Touch to locate **Photo Viewer**.
3. Touch **Photo Viewer**.
4. You will see a list of available photo albums.
5. Touch the **album** you want to view and the first photo will appear on the right.
6. Touch that **photo** to open the album.
7. Touch **Options** and then touch **Play Slideshow**. The album will play full-screen.
8. Touch the screen to view slideshow controls.
    - Reverse.
    - Forward.
    - Stop.
    - Play/Pause.
    - Set as Wallpaper.
9. Touch **Back** to return to the previous screen.
10. Touch to return Home.

Create New Album.

1. Touch **Menu**.
2. Touch to locate **Photo Viewer**.
3. Touch **Photo Viewer**.
4. Touch **New Album**.
5. Touch the **photos** you want to add to the new album. **Note:** Touch **Back** and **Next** to view more photos.
6. Touch **Done**.
7. Use the keypad to type the **name** of the new album and touch **Enter**.
8. A confirmation message will appear. Touch **Yes**.
9. Choose the Delay between Slides – 5, 10 or 30 seconds.
10. Touch **Preview** to preview the album or touch **Save** if you're done.
11. The new album will appear in the list
12. Touch to return Home.

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Edit Album.

1. Touch **Menu**.
2. Touch to locate **Photo Viewer**.
3. Touch **Photo Viewer**.
4. Touch an album from the list.
5. Touch **Edit Album**.
6. Touch photos to add them to the album or touch highlighted photos to remove them.
7. Touch **Edit Album Name** and use the keypad to change the album name and touch **Enter**.
8. Touch **Done**.
9. Touch to return Home.

Delete Album.

1. Touch **Menu**.
2. Touch to locate **Photo Viewer**.
3. Touch **Photo Viewer**.
4. Touch an album from the list.
5. Touch **Delete Album**.
6. A confirmation message will appear. Touch **Yes**.
7. The album will be removed from the list.
8. The new album will appear in the list.
9. Touch to return Home.

Change Wallpaper.

1. Touch **Menu**.
2. Touch to locate **Photo Viewer**.
3. Touch **Photo Viewer**.
4. Touch **Change Wallpaper**.
5. Touch a **photo**.
6. Verizon Hub will return to the Home screen and the wallpaper will change to the selected photo.

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Make Screensaver.

1. Touch **Menu**.
2. Touch to locate **Photo Viewer**.
3. Touch **Photo Viewer**.
4. Touch the **album** in the list you want displayed as a Screensaver.
5. Touch **Make Screensaver**.
6. Choose the Delay between Slides – 5, 10 or 30 seconds.
7. Touch **Preview** to preview the album or touch **Save** if you're done.
8. The new album will appear in the list.
9. Touch to return Home.

Upload New Photos for Wallpaper and Screensaver.

You can upload new photos to use as Wallpaper or a Screensaver on your Verizon Hub. You can do this from the Web Management Site at **verizonwireless.com/hub**.

Refer to the **Upload Photos** section of this guide for more information.

Puzzle Games.

You must first download **Puzzle Games** as described in the **Download Apps** section.

Play Number Puzzle.

1. Touch **Menu**.
2. Touch to locate **Puzzle Games**.
3. Touch **Puzzle Games**.
4. The 15 Puzzle tab will be highlighted.
5. Touch the **Number Puzzle** tab.
6. Slide the tiles to put the numbers in order from 1-15.
7. The timer will start when you slide the first tile.
   - Touch **Pause** to stop the timer.
   - Touch **Resume** to continue the game.
   - Touch **Reset** to start the puzzle again.
   - Touch **New Game** to start over.
8. When you complete the puzzle, Verizon Hub will display your completion time.
9. Touch to return Home.

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Play Picture Puzzle.

1. Touch **Menu**.
2. Touch to locate **Puzzle Games**.
3. Touch **Puzzle Games**.
4. The 15 Puzzle tab will be highlighted.
5. Touch the **Picture Puzzle** tab.
6. Slide the tiles to put the photo together.
7. The timer will start when you slide the first tile.
    - Touch **Pause** to stop the timer.
    - Touch **Resume** to continue the game.
    - Touch **Reset** to start the puzzle again.
    - Touch **Change Picture** to select a new photo.
8. When you complete the puzzle, Verizon Hub will display your completion time.
9. Touch to return Home.

Play Sudoku.

1. Touch **Menu**.
2. Touch to locate **Puzzle Games**.
3. Touch **Puzzle Games**.
4. Touch **Sudoku**.
5. Select a level of play – Easy, Normal, Hard, Very Hard – and touch **Start**.
6. Complete each row across or down and each box of nine cells so they contain the numbers 1 through 9.
7. Touch an **empty cell** to select it. Then touch a **number** from the keypad to fill the selected cell.
8. You can replace a number you entered by touching the number and touching the keypad to replace the number or **Clear** to remove the number. (Red numbers cannot be changed or cleared.)
    - Check your progress by touching **Check Solution**. Incorrect numbers will be blue.
    - Touch **Play Again** to clear the puzzle and start again.
    - Touch **Solution** to see the answer.
    - Touch **Start Over** to start a new puzzle.
9. Fill all the cells to complete the puzzle. Your Verizon Hub will indicate when you correctly complete the puzzle.
10. Touch to return Home.

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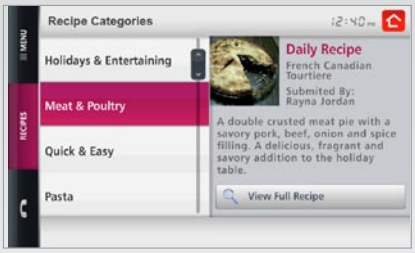
Recipes.

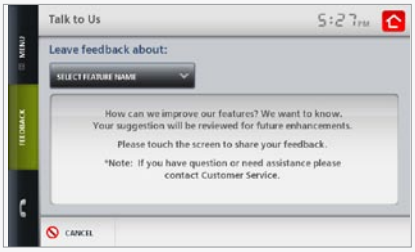
You must first download **Recipes** as described in the **Download Widget** section.


Recipe Categories
MENU
RECIPES
Holidays & Entertaining
Meat & Poultry
Quick & Easy
Pasta
Daily Recipe
French Canadian Tourtiere
Submited By: Rayna Jordan
A double crusted meat pie with a savory pork, beef, onion and spice filling. A delicious, fragrant and savory addition to the holiday table.
View Full Recipe

1. Touch **Menu**.
2. Touch to locate **Recipes**.
3. Touch **Recipes**.
4. Touch a **category**.
5. Select a **recipe** to view its description.
6. Touch **View Full Recipe** to view the details.
7. Touch **Nutritional Information** to view nutritional breakdown.
8. Touch **Back** to return to the previous screen.
9. Touch to return Home.

Feedback.

Tell us what you think of your Verizon Hub!


Talk to Us
MENU
FEEDBACK
Leave feedback about:
SELECT FEATURE NAME
How can we improve our features? We want to know. Your suggestion will be reviewed for future enhancements.
Please touch the screen to share your feedback.
*Note: If you have question or need assistance please contact Customer Service.
CANCEL

1. Touch **Menu**.
2. Touch to locate **Feedback**.
3. Touch **Feedback**.
4. Touch **Select a Feature Name** to select a feature.
5. Touch the **Feedback** window and use the keypad to enter your question or comment.
6. Touch **Enter**.
7. Touch **Send**.
8. Verizon Hub will direct you to **verizonwireless.com/hub/help** for updates based on your feedback. Touch **OK**.
9. Verizon Hub will return to the Home screen.

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Verizon Hub Handset(s).

Battery Strength.
Indicates the amount of handset battery strength.

Activation and In/Out of Range Indicator.
Shows that the handset is activated and within range. When the handset goes out of range, a message will appear and this graphic will disappear.

Syncing Indicator
Shows that the handset is receiving updates for the correct date, time, data and/or software, and syncing with the Verizon Hub base Contacts.

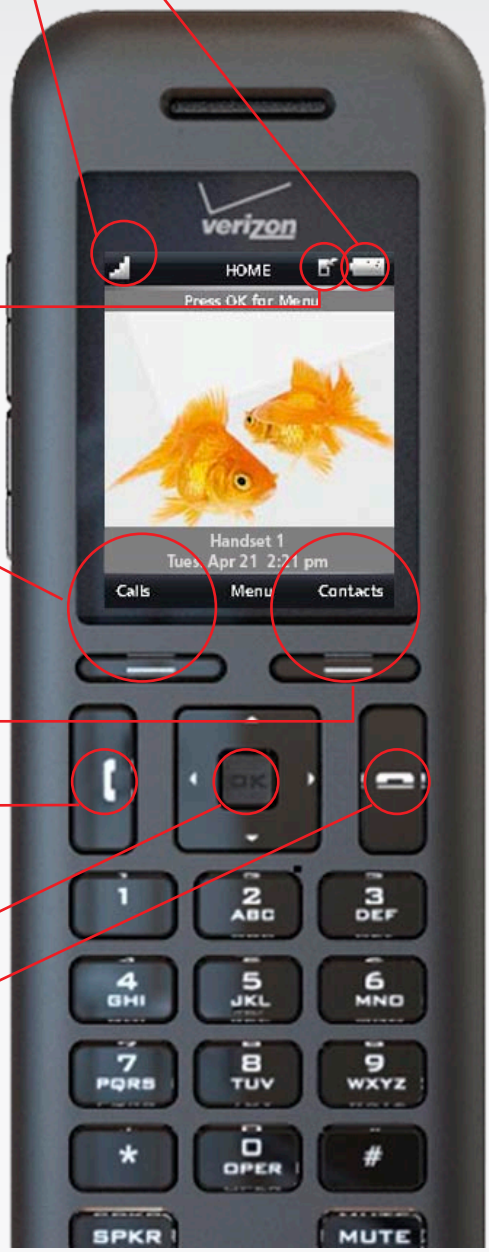
Calls.
Lists your Received Calls.

Contacts.
Access all Contacts stored in your Verizon Hub.

Talk.
Allows you to get a dial tone and make a phone call.

OK Button/Joystick.
Opens the Menu.

End.
Ends a call or exits an application.



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Volume Controls.

Ringer Volume.

While NOT on a call, press Volume + or Volume - on the side of the handset to adjust the ringer volume.

Handset Speaker Volume.

During a phone call, press Volume + or Volume - on the side of the handset to adjust the speaker volume.

Keypad Button Volume.

While navigating the handset Menu, press Volume + or Volume - on the side of the handset to adjust the keypad button volume.

You will hear the volume increase or decrease as you press Volume + and Volume -.

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Headset Jack.

The handset is compatible with all 2.5mm telephone headsets with a built-in microphone.

Simply insert the headset plug into the right side of the handset.

You will be able to make and receive hands-free calls using your headset.

Menu.

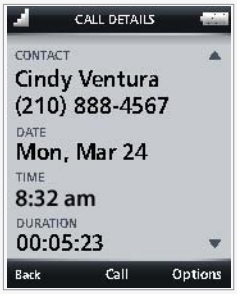
Received Calls.

View Received Calls.

1. Press **OK** to open the Menu.
2. **Received** is the first Menu option and will already be highlighted. Press **OK**.
3. Your list of Received Calls will appear.
4. Press **Back** to return to the previous screen.
5. Press to return to Home.

View Received Calls Details.

1. Press **OK** to open the Menu.
2. **Received** is the first Menu option and will already be highlighted. Press **OK**.
3. Your list of Received Calls will appear.
4. Move the OK Button/Joystick to highlight the call you want to view and press **OK**.
5. You will see the following Call Details:
   - Contact – Name and Phone Number (if available).
   - Date.
   - Time.
   - Duration.
6. Press **Back** to return to the previous screen.
7. Press to return to Home.



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Received Calls – Add New Contact.

1. Press **OK** to open the Menu.
2. **Received** is the first Menu option and will already be highlighted. Press **OK**.
3. Move the OK Button/Joystick to select a Call and press **Options**.
4. **Add New Contact** will already be highlighted. Press **OK**.
5. If you want, use the OK Button/Joystick and keypad to edit Call information. When you're done, press **Next**.
6. Move the OK Button/Joystick to select a **Ringtone Type** – Ringer 1-13. When you're done, press **Next**.
7. The Contact Summary will appear. Press **Save Contact**.
8. Press to return to Home.

Received Calls – Update Existing Contact.

1. Press **OK** to open the Menu.
2. **Received** is the first Menu option and will already be highlighted. Press **OK**.
3. Move the OK Button/Joystick to select a Call and press **Options**.
4. **Add to Contacts** will already be highlighted. Press **OK**.
5. Move the OK Button/Joystick to select **Update Existing Contact** and press **OK**.
6. Move the OK Button/Joystick to select a **Contact**. Press **OK**.
7. The Existing Contact information will appear.
8. If you want, use the OK Button/Joystick and keypad to edit Contact information. When you're done, press **Next**.
9. A **Contact Updated** message will appear. Press **OK**.
10. Press to return to Home.

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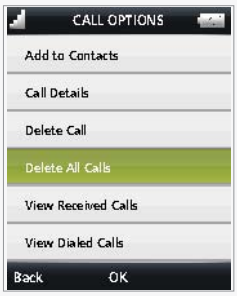
Delete Received Call.

1. Press **OK** to open the Menu.
2. **Received** is the first Menu option and will already be highlighted. Press **OK**.
3. Scroll to the call to delete and Press **Options**.
4. Move the OK Button/Joystick to select **Delete Call** and press **OK**.
5. A confirmation message will appear.
6. Press **Yes**.
7. Press to return to Home.

The Received Call information will be deleted.

Delete All Received Calls Information.



1. Press **OK** to open the Menu.
2. **Received** is the first Menu option and will already be highlighted. Press **OK**.
3. Press **Options**.
4. Move the OK Button/Joystick to select **Delete All Calls** and press **OK**.
5. A confirmation message will appear.
6. Press **Yes**.
7. Press **OK**.
8. Press to return to Home.

All Received Calls information will be deleted.

Dialed Calls.

View Dialed Calls.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Dialed** and press **OK**.
3. Your list of Dialed Calls will appear.
4. Press **Back** to return to the previous screen.
5. Press to return to Home.

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View Dialed Calls Details.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Dialed** and press **OK**.
3. Your list of Dialed Calls will appear.
4. Move the OK Button/Joystick to highlight the call you want to view and press **OK**.
5. You will see the following Call Details:
   - Contact – Name and Phone Number (if available).
   - Date.
   - Time.
   - Duration.
6. Press **Back** to return to the previous screen.
7. Press to return to Home.

Dialed Calls – Add New Contact.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Dialed** and press **OK**.
3. Your list of Dialed Calls will appear.
4. Move the OK Button/Joystick to select a Call and press **Options**.
5. **Add to Contacts** will already be highlighted. Press **OK**.
6. **Add New Contact** will already be highlighted. Press **OK**.
7. If you want, use the OK Button/Joystick and keypad to edit Call information. When you're done, press **Next**.
8. Move the OK Button/Joystick to select a **Ringtone Type** – Ringer 1-13. When you're done, press **Next**.
9. The Contact Summary will appear. Press **Save Contact**.
10. Press to return to Home.

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Dialed Calls – Update Existing Contact.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Dialed** and press **OK**.
3. Your list of Dialed Calls will appear.
4. Move the OK Button/Joystick to select a Call and press **Options**.
5. **Add to Contacts** will already be highlighted. Press **OK**.
6. Move the OK Button/Joystick to select **Update Existing Contact** and press **OK**.
7. Move the OK Button/Joystick to select a **Contact**. Press **OK**.
8. The Existing Contact information will appear.
9. If you want, use the OK Button/Joystick and keypad to edit Contact information. When you're done, press **Next**.
10. Press to return to Home.

Delete Dialed Call.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Dialed** and press **OK**.
3. Your list of Dialed Calls will appear.
4. Move the OK Button/Joystick to select a Call and press **Options**.
5. Move the OK Button/Joystick to select **Delete Call** and press **OK**.
6. A confirmation message will appear.
7. Press **Yes**.
8. Press to return to Home.

The Dialed Call information will be deleted.

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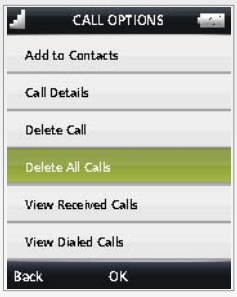
Delete All Dialed Calls.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Dialed** and press **OK**.
3. Press **Options**.
4. Move the OK Button/Joystick to select **Delete All Calls** and press **OK**.
5. A confirmation message will appear.
6. Press **Yes**.
7. Press to return to Home.



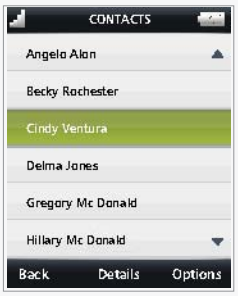
All Dialed Calls information will be deleted.

Contacts.

You can add Contacts from your Received Calls, Dialed Calls and Voice Mail.

View Contacts.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Contacts** and press **OK**.
3. Your list of Contacts will appear.
4. When a Contact is highlighted, you can press **OK** to view Contact Details.
5. Press **Back** to return to the previous screen.
6. Press **Options** to Add New Contact, Edit Contact, View Contact Details, Delete Contact, Delete All Contacts or Call Contact.
7. Press to return to Home.



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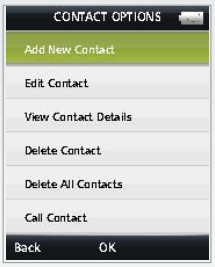
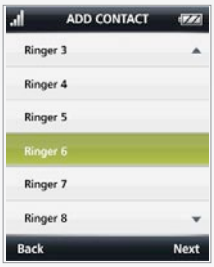
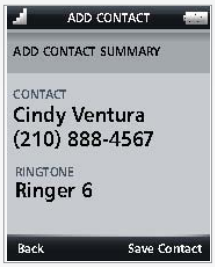
Add New Contact.

You can add up to 128 Contact entries.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Contacts** and press **OK**.
3. Your list of Contacts will appear. Press **Options**.
4. **Add New Contacts** will already be highlighted. Press OK.
5. Use the OK Button/Joystick and keypad to enter **Contact Name** and **Number**. When you're done, press **Next**.
6. Move the OK Button/Joystick to select a **Ringtone Type** – Ringer 1-13. When you're done, press **OK** or **Next**.
7. The Contact Summary will appear. Press **Save Contact**.
8. Press **Back** to return to the previous screen.
9. Press to return to Home.



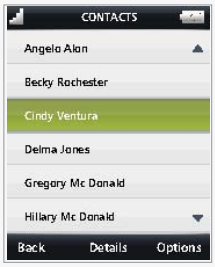


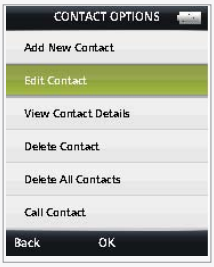


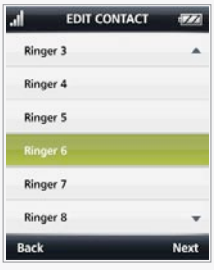
Edit Contact.

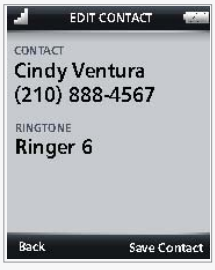
1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Contacts** and press **OK**.
3. Your list of Contacts will appear.
4. Move the OK Button/Joystick to select the Contact you want to edit and press **OK**.
5. The Contact Details will appear. Press **Options**.
6. Move the OK Button/Joystick to select **Edit Contact** and press **OK**.
7. Use the OK Button/Joystick and keypad to edit the **Name** and **Number**. When you're done, press **Next**.
8. Move the OK Button/Joystick to select a **Ringtone Type** – Ringer 1-13. When you're done, press **OK** or **Next**.
9. The Contact Summary will appear. Press **Save Contact**.
10. Press **Back** to return to the previous screen.
11. Press to return to Home.

The edits will be saved in your Contacts.









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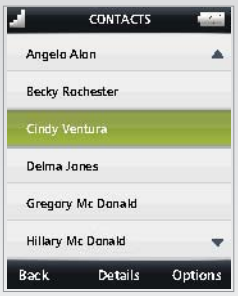
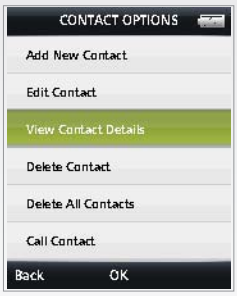
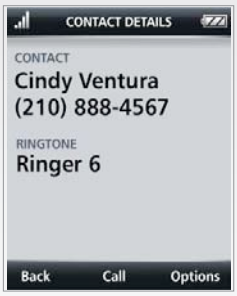
View Contact Details.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Contacts** and press **OK**.
3. Your list of Contacts will appear.
4. Move the OK Button/Joystick to select the **Contact** you want to view and press **OK**.
5. The Contact Details will appear.
6. Press **Back** to return to the previous screen.
7. Press **OK** to call this Contact.
8. Press **Options** to Add New Contact, Edit Contact, View Contact Details, Delete Contact, Delete All Contacts or Call Contact.
9. Press **Back** to return to the previous screen.
10. Press to return to Home.



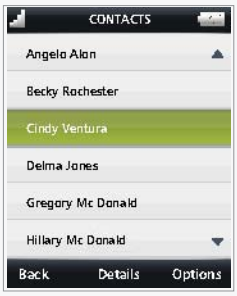


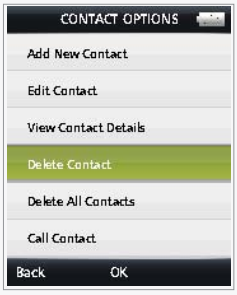


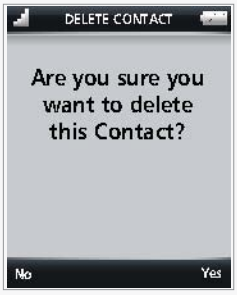
Delete Contact.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Contacts** and press **OK**.
3. Your list of Contacts will appear.
4. Move the OK Button/Joystick to select the **Contact** you want to delete and press **OK**.
5. Press **Options**.
6. Move the OK Button/Joystick to select **Delete Contact** and press **OK**.
7. A confirmation message will appear.
8. Press **Yes**.
9. Press **OK**.
10. You will return to Contacts. Press to return to Home.

This Contact will be deleted from the handset.







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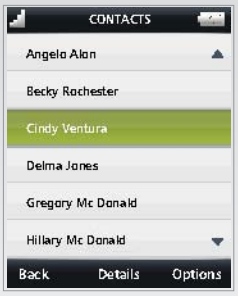
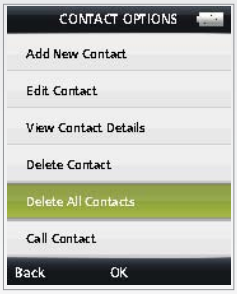
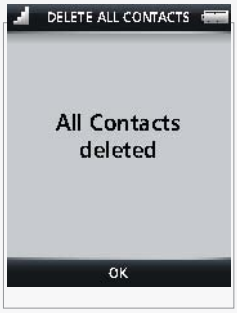
Delete All Contacts.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Contacts** and press **OK**.
3. Your list of Contacts will appear. Press **Options**.
4. Move the OK Button/Joystick to select **Delete All Contacts** and press **OK**.
5. A confirmation message will appear.
6. Press **Yes**.
7. Press **OK**.

All Contacts will be deleted.

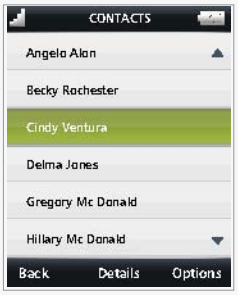


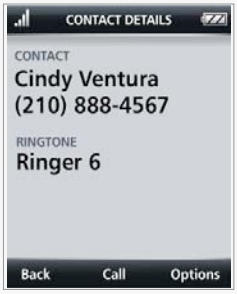




Call Contact.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Contacts** and press **OK**.
3. Your list of Contacts will appear.
4. Move the OK Button/Joystick to select the **Contact** you want to call and press **OK**.
5. The Contact Details will appear. Press **OK**.
6. The Contact will be called.
7. Press to end the call.





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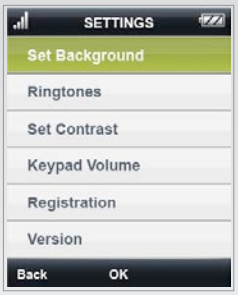
Settings.

Set Background.

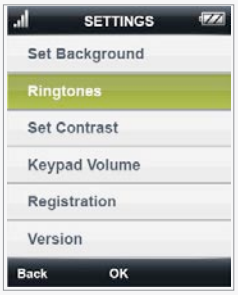
1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Settings**. Press **OK**.
3. **Set Background** is the first Menu option and will already be highlighted. Press **OK**.
4. Move the OK Button/Joystick to select a **Background**.
5. When you've found the image you want to set as the Background, press **Select**.
6. The new Background will appear on your handset Home screen.

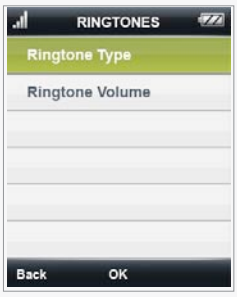


Ringtones.

Set Ringtone Type.

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Settings**. Press **OK**.
3. Move the OK Button/Joystick to select **Ringtones**. Press **OK**.
4. **Ringtone Type** is the first Menu option and will already be highlighted. Press **OK**.
5. Move the OK Button/Joystick to select a **Ringtone Type** – Ringer 1-13. Press **OK**.
6. The new Ringtone Type will be saved immediately.
7. Press **Back** to return to the previous screen.
8. Press to return to Home.





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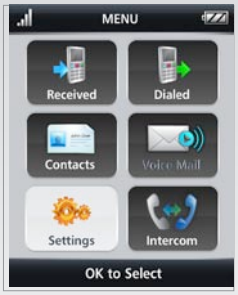
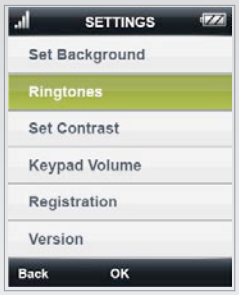
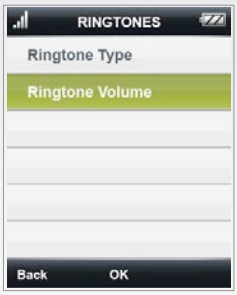
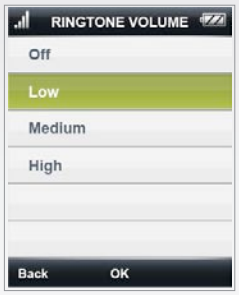
Set Ringtone Volume

1. Press **OK** to open the Menu.
2. Move the OK Button/Joystick to select **Settings**. Press **OK**.
3. Move the OK Button/Joystick to select **Ringtones**. Press **OK**.
4. Move the OK Button/Joystick to select **Ringtone Volume**. Press **OK**.
5. Move the OK Button/Joystick to select a **Ringtone Volume** – **Off, Low, Medium** or **High**. Press **OK**.
6. The new Ringtone Volume will be saved immediately.
7. Press **Back** to return to the previous screen.
8. Press to return to Home.



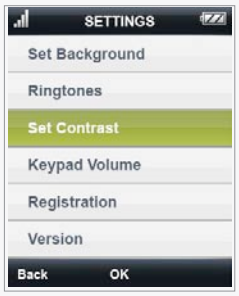


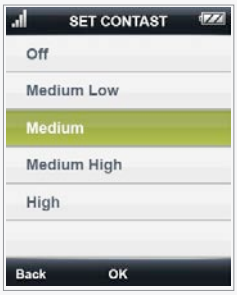




Set Contrast.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Settings** and press **OK**.
3. Move the OK Button/Joystick to select **Set Contrast**. Press **OK**.
4. Move the OK Button/Joystick to select the Contrast level:
    - **Low**.
    - **Medium Low**.
    - **Medium**.
    - **Medium High**.
    - **High**.
5. Press **OK**.
6. Press **Back** to return to the previous screen.
7. Press to return to Home.





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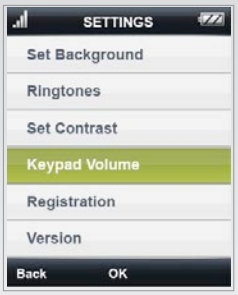
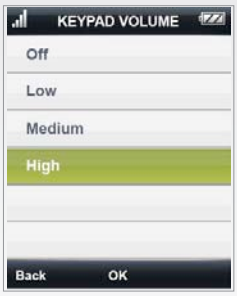
Keypad Volume.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Settings** and press **OK**.
3. Move the OK Button/Joystick to select **Keypad Volume**. Press **OK**.
4. Move the OK Button/Joystick to select your preferred keypad volume level:
    - **Off**.
    - **Low**.
    - **Medium**.
    - **High**.
5. Press **OK**.
6. Press **Back** to return to the previous screen.
7. Press to return to Home.

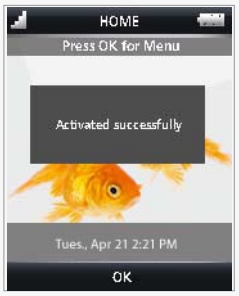




Registration.

Activate Handset Automatically.

1. With the screen facing outward, place the cordless handset in the cradle of your Verizon Hub base.
2. A beep tone will indicate it's connected.
3. You will see "Activating handset..." displayed on the handset screen, followed by the message "Activated successfully."
4. The handset Home screen will appear to indicate activation has been fully completed.



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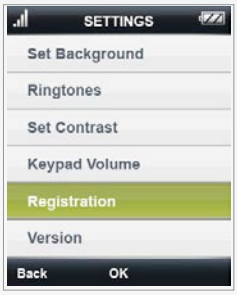
Activate Handset Manually.

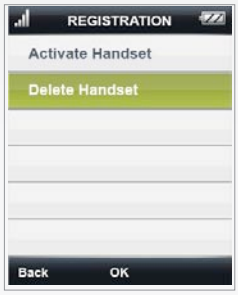
1. From your Verizon Hub base, touch **Menu**.
2. Touch **Settings**.
3. Touch **Handsets**.
4. Touch **Manual Activation**.
5. Follow instructions on the screen.
6. Touch to return Home.

Note: If there is no dial tone but the handset successfully registered with the base, verify that the Verizon Hub base is connected to an active Internet connection and that this line is plugged into the phone port on the back of the base unit.

Delete Handset.

1. Press **OK** to open **Menu**.
2. Move the OK Button/Joystick to select **Settings** and press **OK**.
3. Move the OK Button/Joystick to select **Registration** and press **OK**.
4. Move the OK Button/Joystick to select **Delete Handset** and press **OK**.



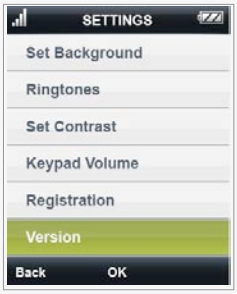


This handset will no longer work with the Verizon Hub base.

Version.

View Version Information.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Settings** and press **OK**.
3. Move the OK Button/Joystick to select **Version** and press **OK**.
4. The Version information will appear.
5. Press to return to Home.



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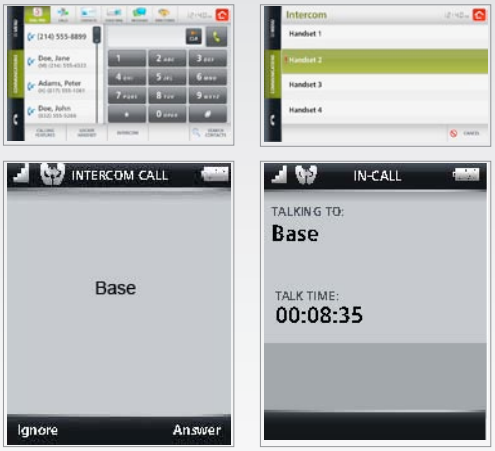
Intercom.

You can use the Intercom feature to call the handset or the Verizon Hub base so that you can talk to another person in your house.

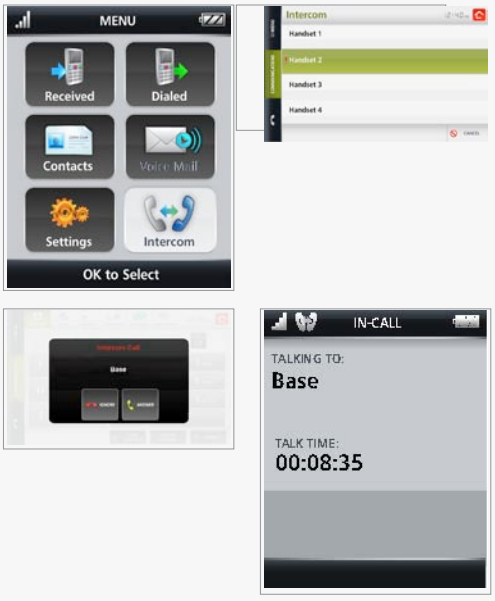
Intercom From Verizon Hub Base to Handset.

1. From the Verizon Hub base, touch .
2. The Dial Pad will open.
3. Touch **Intercom**.
4. If you have one handset, the handset will be called immediately.
   OR
   If you have more than one handset, select the handset you want to call.
5. The handset will ring. Press **Ignore** or **Answer**.
6. Press to end call.



Intercom From Handset to Verizon Hub Base.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Intercom** and press **OK**.
3. **Base Station** will already be highlighted.
4. Press **Call**.
5. The Verizon Hub base will ring. Press **Accept** or **Cancel**.
6. Press to end call.



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Intercom from Handset to Handset.

1. Press **OK** to open Menu.
2. Move the OK Button/Joystick to select **Intercom** and press **OK**.
3. Move the OK Button/Joystick to select a **Handset** and press **OK**.
4. The handset will ring. Press **Ignore** or **Answer**.
5. Press to end call.

Answer Incoming Call While Using Intercom.

While using Intercom from the Verizon Hub base, touch:

- **Accept** to disconnect from Intercom and answer incoming call.
- **Ignore** to send the incoming call to Voice Mail.

While using Intercom from the handset, touch:

- **Answer** to disconnect from Intercom and answer incoming call.
- **Ignore** to send the incoming call to Voice Mail.

Press to end call.

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Making Calls.

Place a Domestic Call.

All of your domestic local and long distance calls within the U.S. are dialed the same way.

Dial the 3-digit area code + the 7-digit phone number of the person you are calling.

Place an International Call.

Dial 0-1-1 + the country code + the phone number of the person you are calling.

Note: The following Caribbean and other neighboring U.S. destinations do not require you to dial 0-1-1 when placing an international call: American Samoa, Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Guam, Jamaica, Montserrat, Northern Mariana Islands, Puerto Rico, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, Virgin Islands, British and Virgin Islands, U.S.

Country codes can be found on the **Web Management Site** in the **Help** section.

Automatically Blocked Numbers.

All 0, 00, 300, 500, 700, 900, 976 and 10-10-XXX calls are automatically blocked and cannot be placed from any Verizon Hub.

All N-1-1 calling is blocked with the exception of 4-1-1, 6-1-1, 7-1-1, 8-1-1 and 9-1-1 calling. Certain countries may also be blocked from receiving calls from Verizon Hub.

An automatic reminder message will be played on your Verizon Hub if any calls to blocked numbers are attempted.

Collect Calls.

Your Verizon Hub telephone cannot place or accept collect calls.

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Important 9-1-1 Emergency Response Information.
Verizon Hub's 9-1-1 service operates differently from traditional, wireline 9-1-1 service. For correct emergency call routing, you MUST provide Verizon Wireless with the Phone Number and Service Address that corresponds to the physical location where you are using your Digital Voice service.

If you use your Digital Voice service from a new location, you MUST register the new Service Address so Verizon Wireless can confirm whether it can provide you Service at the new location. Verizon Wireless is not permitted to provide service in an area unless it can provide you either E9-1-1 or Basic 9-1-1 service in a manner that meets government requirements. If Digital Voice service cannot be provided at your new location, then arrangements will be made to disconnect your Verizon Hub account.

In most areas of the country, Verizon Hub with Digital Voice service will provide you with Enhanced 9-1-1 (E9-1-1) service. With E9-1-1 service, Verizon Hub with Digital Voice service will automatically route your call to the appropriate emergency response center and provide the emergency operator with your Verizon Hub phone number and address. In the limited number of areas where Verizon Wireless is authorized to provide service but cannot provide E9-1-1 service, we will provide you with Basic 9-1-1 service. With Basic 9-1-1 service, your 9-1-1 call will be routed to the appropriate emergency response center, but the center will not automatically receive your Verizon Hub with Digital Voice service phone number and address. Regardless of which service is provided, you must be prepared to provide the emergency service operator with your phone number and location.

If you have Call Forwarding, Do Not Disturb, Simultaneous Ring or other features enabled at the time you dial a 9-1-1 call and your 9-1-1 call is interrupted, the emergency dispatcher may not be able to call you back at the phone from which you dialed the call if your 9-1-1 call is interrupted. If for any reason your Digital Voice service is out of service, you will not be able to make 9-1-1 calls. For instance, your Digital Voice service will not work during electrical or broadband outages, device or telephone number changes, or during installation of software upgrades, and you will not be able to make 9-1-1 calls. You should have an alternative means of accessing traditional wireline 9-1-1 services from your home.

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Important Digital Voice Service Information.
Digital Voice as a Voice Over Internet Protocol (VoIP) service differs from regular wireline telephone service. Digital Voice service will not work in the event of electrical or broadband outages, device or telephone number changes, or during installation of software upgrades. A broadband connection is required for service. Digital Voice calls travel over the Internet. Network congestion or use of data services at the same time may affect sound quality. Digital Voice service may not support certain types of home security systems, satellite television systems and other electronic devices. Digital Voice service may not work behind some firewalls. Digital Voice service does not provide operator services. Not all area codes are available. If the area code you select for your primary Digital Voice service telephone number is different from the area code that normally corresponds to your service address, then people making calls to you from within your normal local calling area could be charged long distance rates.

Moving and Updating Your 9-1-1 Service Address.
To use the Verizon Hub, all that's required is verification of 9-1-1 coverage and a broadband Internet connection. If you are planning to move, you MUST register the new service address before you use your Verizon Hub from a new location to enable Verizon Wireless to confirm that it can provide service there.

Prior to Moving.
Call Customer Service at 800-922-0204 and they will check if your new address has 9-1-1 coverage. If your new address does not have 9-1-1 coverage then arrangements will be made to disconnect your service on or prior to your move date.

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New Address.
Update your 9-1-1 Service address once you've moved. If you did not check whether your new address has 9-1-1 coverage prior to moving then you MUST register the new service address before you use your Verizon Hub from a new location, so Verizon can confirm that it can provide service there.

Until you register your new service address, your 9-1-1 calls will continue to be directed to the emergency response center that supports the previously registered service address.

If Verizon Wireless cannot provide service at the new location, customer service will arrange to disconnect your Verizon Hub account.

Update Your 9-1-1 Emergency Response Service Address
You can only update your 9-1-1 Emergency Response Service Address by calling Customer Support at **800-922-0204**.

To view your 9-1-1 Emergency Response Service Address:

1. Sign in to the Web Management Site at **verizonwireless.com/hub**.
2. Open **Home**.
3. Scroll to the bottom of the screen to see your **911 Emergency Response Service Address** listed.

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Digital Voice Calling Features.

Your Verizon Hub provides a range of features that make managing calls – and making calls – simple and convenient. Just follow the easy steps to do everything from listening to your Voice Mail to setting Call Forwarding

Voice Mail.

Your Voice Mail allows callers to leave messages for you when you're away from your phone or when you are unable to take the call. You can listen to Voice Mail messages directly from your Verizon Hub phone or, when you're away from home, you can retrieve messages from the Voice Mail system or online from the Web Management Site.

To get started, you need to initialize your Voice Mail mailbox using your Verizon Hub phone. Upon ordering the Verizon Hub service, your Voice Mail mailbox was automatically assigned a default Passcode.

The default Passcode is the last 4 digits of your Verizon Hub telephone number.

Callers will be able to leave you messages even while your mailbox is un-initialized; however, you will not be able to listen to your messages or use the other features in your mailbox until you complete the setup process described below.

Important Note: Prior to changing your Verizon Hub telephone number or transferring your existing home phone number to your Verizon Hub, you must set up Voice Mail first.

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Set Up Voice Mail Account.

1. Press on handset, listen for a dial tone and dial *86.
2. Enter your default Passcode followed by the pound **#** key. Your default Passcode is the last 4 digits of your Verizon Hub telephone number.
3. Create a new 4-10 digit Passcode. Please enter your new 4-10 digit Passcode followed by the **#** key
   Important Note: Your new Passcode must be 4 to10 digits long. It should be easy for you to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 1, 1, 1, 1), sequential digits (e.g.,1, 2, 3, 4 and 6, 5, 4, 3), or any part of your Verizon Hub phone number.
4. Follow the Voice Mail prompts to record your name announcement, personal greeting and busy greeting, and select the greeting callers will hear.

When you have finished following the voice prompts, your Voice Mail account will be initialized and ready to use.

Note: If you exit the initialization process before completing all the steps, the next time you call your Voice Mail you will be required to complete the initialization process. However, anything you have previously changed will be stored.

You can make changes to the setup of your Voice Mail account at any time by going to the Main Menu after logging in to the Voice Mail system with your Passcode.

Change Personal Greeting.

When Voice Mail answers, callers will hear a personal greeting that you record or a system greeting that you select. You can change your greeting as often as you'd like.

1. Press on handset, listen for a dial tone and dial ***86**.
2. When the system answers, enter your Passcode, then press the **#** key.
3. At the Main Menu, press **4** for Personal Options.
4. Press **2** for Name Recording and Greeting.
5. Press **1** for Name Recording.
   2 for Busy Greeting.
   3 for Personal or System Greeting.
   4 for Extended Absence Greeting.

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Change Passcode.

Your new Passcode must be 4 to10 digits in length. Also, it should be easy for you to remember, but difficult for others to guess. You cannot use repeating digits (e.g.,1, 1, 1, 1), sequential digits (e.g., 1, 2, 3, 4 and 6, 5, 4, 3) or any part of your Verizon Hub phone number.

1. Press on handset, listen for a dial tone and dial *86.
2. When the system answers, enter your Passcode, then press the **#** key.
3. At the Main Menu, press **4** for Personal Options.
4. Press **1** for Personal Profile.
5. Press **1** to change the Passcode and listen for further instructions.

You can also change your Passcode on the Web Management Site:

1. Sign into your Web Management Site at **verizonwireless.com/hub**.
2. From the Home Page, click **Settings**.
3. Click **Calling Features**.
4. Select **Voice Mail** and then click **Change Passcode**.
5. Enter your **Old Passcode**.
6. Enter your **New Passcode**.
7. Confirm your **New Passcode**.
8. Click **Save** to ensure your new Passcode has been created.

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Retrieve Voice Mail Messages.

You will be alerted of new messages in your Voice Mail mailbox by:

- A new Voice Mail alert shown on your Verizon Hub base screen.
- An audible signal will sound.
- A "stutter" dial tone.
- Email notification.

You can retrieve your Voice Mail messages at any time.

Once you listen to your messages, you have the option to save or delete them. Your mailbox can store up to 50 messages that can be up to 3 minutes long. You can save your Voice Mail messages for up to 30 days.

Listen to Voice Mail.

1. From the handset: Press on handset, listen for a dial tone and dial ***86**.
   OR
   From Verizon Hub base: Touch to open to the Dial Pad. Touch ***86** and then .
2. When prompted, enter your **Passcode** and press the # key.
3. Enter your Passcode, then press the # key.
4. At the Main Menu, press **1**.
5. Listen to your Voice Mail message.
6. Then, select any of these options:
   - **1** Rewind a message in nine second intervals.
   - **2** Pause a message.
   - **3** Fast forward a message in nine second intervals.
   - **4** Repeat a message.
   - **5** Hear the time and date and sender of the message.
   - **7** Delete a message.
   - **9** Save a message.
   - **#** Skip to the next message.

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Return to Main Menu.

After a message has been played, select any of these options:

- **1** Rewind a message in nine second intervals.
- **4** Repeat a message.
- **5** Hear the time and date and sender of the message.
- **7** Delete a message.
- **9** Save a message.
- **0** Hear Menu again.
- * Return to Main Menu.
- # Skip.

Listen to Voice Mail Away from Home.

1. Dial your Verizon Hub telephone number.
2. When the system answers, press the ***** key.
3. Enter your Passcode, then press the **#** key.
4. At the Main Menu, press **1**.
5. Listen to your Voice Mail message(s).
6. Then, select any of these options:
   - **1** Rewind a message in nine second intervals.
   - **2** Pause a message.
   - **3** Fast forward a message in nine second intervals.
   - **4** Repeat a message.
   - **5** Hear the time and date and sender of the message.
   - **7** Delete a message.
   - **9** Save a message.
   - **#** Skip to the next message.
   - ***** Return to Main Menu.
7. After a message has been played, select any of these options:
   - **1** Rewind a message in nine second intervals.
   - **4** Repeat a message.
   - **5** Hear the time and date and sender of the message.
   - **7** Delete a message.
   - **9** Save a message.
   - **0** Hear Menu again.
   - * Return to Main Menu.
   - # Skip to next message.

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Recover a Deleted Message.

This option allows you to save (recover) all messages that have been deleted during the current message review session.

1. After the final message is played where at least one message has been deleted during the message review, select:
   - **1** Save deleted messages.
   - **2** Main menu.

Note: Recovered messages are placed back in the inbox. If you end the session (i.e., hang up) after deleting messages, the messages are no longer recoverable.

Visual Voice Mail.

You can access your Voice Mail from any computer that is connected to the Internet. Simply sign in to the Web Management Site and select Voice Mail to view and play your new Voice Mail messages, as well as view any messages you've already listened to.

And that's not all. You can enter an email address to receive instant notification when a new Voice Mail message has been left for you, and see the date and time the message was received. Save messages for up to 30 days or delete them.

Refer to the **Web Management Site** section of this guide for more information.

Listen to Voice Mail from your Computer.

1. Sign in to your Web Management Site at **verizonwireless.com/hub**.
2. From Home, click **Voice Mail**.
3. A log of all your new and saved Voice Mail messages will appear.
4. To listen to the message from your computer, simply select the **Play** button on the line of the message you want to hear.
5. An audio player window will appear and your message will play automatically. You will also have the option to stop, pause, rewind or fast forward your message.

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6. Every message will automatically be saved for 30 days, unless it is deleted.

Note: This log includes the number of the caller, duration of the message, and the date and time the Voice Mail message was left. It will even display the name of the caller if the caller is listed in your Contacts.

Customizing Your Mailbox.

Verizon Hub Voice Mail comes with several features that can make your life easier. It's easy to set them up. Here are some of the special options you will have after you press **4** from the Main menu, then press **1** for Personal Profile.

Select Message Preferences.

1. Press on handset, listen for a dial tone and dial ***86**.
   OR
   Move the OK Button/Joystick to select Voice Mail and press **OK**.
   OR
   From Verizon Hub base: Touch to open to the Dial Pad. Then touch ***86** and then .
2. Enter your **Passcode**, then press the # key.
3. At the Main Menu, press **4** for Personal Options.
4. Select **5** for Message Preferences.
5. Follow the Voice Mail prompts to select how your messages will play, such as: order, date and time stamp.

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Change Ring Count.

With the Ring Count feature, you can choose to have your phone ring two times, six times, or anywhere in between before Voice Mail picks up. This is the number of rings you will hear prior to the call being sent to Voice Mail.

1. Sign in to your Web Management Site at **verizonwireless.com/hub**.
2. From **Home**, click **Settings**.
3. Click **Calling Features**.
4. Click **Voice Mail**.
5. Click **Voice Mail Settings**.
6. Select the number of times (between 2 and 6) that you want the phone to ring.
7. Click **Save**.

Set Up Voice Mail Email Notification.

With Verizon Hub, you can setup Email notification to alert you of new messages.

1. Sign into your Web Management Site at **verizonwireless.com/hub**.
2. From Home, click Settings.
3. Click Calling Features.
4. Click Voice Mail.
5. Click Email Notifications and select ON.
6. Enter your Email Address.
7. If you want, check the box next to Send for urgent Voice Mail only.
8. Click Save.

4-1-1 Directory Assistance.

For Local and National Directory Assistance information, dial **4-1-1** from your Verizon Hub phone to reach a Verizon operator. Directory Assistance charges apply.

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Caller ID With Name.

Caller ID With Name displays the name and phone number of incoming callers you already have saved in your **Contacts**.

Call Waiting.

With Call Waiting, calls can get through when you're on another call. When someone tries to call you when you're on the phone, you will hear a Call Waiting tone. The person calling you will hear a ring until you answer. You can either answer the new call or let it go to Voice Mail.

Note: The default setting for this feature is ON.

Use Call Waiting.

From the handset:

1. Inform your first caller that you have another call.
2. Put the first caller on hold and answer the second call by pressing .
3. Press again to return to the first call and put the second caller on hold.

From Verizon Hub base:

1. Inform your first caller that you have another call.
2. Touch **Answer** to answer the second call.
3. Touch **Swap Calls** to return to the first call.

You can alternate between calls as often as you like.

Temporarily Disable Call Waiting.

1. From the handset: Press on the handset, listen for a dial tone and dial ***70**.
   OR
   From Verizon Hub base: Touch to open the Dial Pad. Touch ***70** and then .
2. Listen for three short tones followed by a dial tone, then dial the number you want to call.
3. Press ***70**.

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4. Listen for three short tones followed by a dial tone, then dial the number you want to call.

Note: Disabling Call Waiting from your Verizon Hub phone works only for the length of one call. Call Waiting returns to your phone automatically when you hang up.

Permanently Disable Call Waiting.

1. Sign in to your Web Management Site at **verizonwireless.com/hub**.
2. From **Home**, click **Settings**.
3. Click **Calling Features**.
4. Click **Call Waiting**, and then click **Turn Off**.

This will permanently disable Call Waiting on all calls until the Turn Off button is turned On.

Call Waiting With Caller ID.

Call Waiting with Caller ID displays the number of the second caller while you're on another call. So you can decide whether to take the call now or let it go to Voice Mail.

You have 3 options when a new call comes in.

- Press **Ignore** to send the call to Voice Mail.
- Press **Block** to send the call to Voice Mail and add the number to your Call Block list.
- Press **Answer** to answer the call.

Caller ID Block.

Caller ID Block allows you to block your telephone number from being displayed in the Caller ID of the person you are calling on a per-call basis.

1. From the handset: Press on the handset, listen for a dial tone and dial ***67**.
   OR
   From Verizon Hub base: Touch to open to the Dial Pad. Touch ***67** and then .

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2. Wait for the tone, and then dial the 10-digit **phone number** of the person you are calling.

Caller ID Block works only for the duration of one call. After that call is completed, Caller ID will return to its previous status.

Return Call *69.

Return Call allows you to quickly call the last party that called, even if the call was not answered.

1. From the handset: Press on the handset, listen for a dial tone and dial ***69**.
   OR
   From Verizon Hub base: Touch to open the Dial Pad. Touch ***69** and then .
2. Wait for the phone to ring to be connected to your last inbound caller.

IMPORTANT INFORMATION.
*69 will not automatically return international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when returning calls to these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for returning calls to these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

The following countries are included in the Digital Voice unlimited calling scope: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

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Do Not Disturb.

Do Not Disturb prevents your Verizon Hub from ringing.

You can activate Do Not Disturb from the Verizon Hub base or from the Web Management Site.

Refer to the **Do Not Disturb on Verizon Hub Base** and **Do Not Disturb on the Web Management Site** sections of this guide for more information.

3-Way Calling.

3-Way Calling allows you to add a third person to your conversation, so you can get family or friends or co-workers together any time you like.

Start a 3-Way Call.

1. Press on your handset to put the first caller on hold.
   OR
   From Verizon Hub base: Touch **Add Call**.
2. Listen for the dial tone.
3. Dial the number you want to add.
   - For domestic numbers in the U.S.: dial the 3-digit area code + the 7-digit phone number.
   - For international numbers: dial 0-1-1 + the country code + the phone number.
4. When that person answers, press on the handset once, or **Merge** on the base, to connect all three of you.

End a 3-Way Call.

1. Either of the two other people on the call can leave the conversation by hanging up. You will still be connected to the remaining person.
2. You can remove the third person at any time by pressing **Drop Call** on your handset.
3. To disconnect the entire 3-way call, simply hang up or press **End** on the base.

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IMPORTANT INFORMATION.

- If the second line is busy or there is no answer, you can return to the first caller by pressing on your handset or press **End** on the base.
- To avoid placing a 3-way call accidentally, hang up your phone for at least three seconds between every call, whether it's a 3-way call or not. This will allow your phone line to reset itself.

Speed Dial 10.

Speed Dial 10 lets you make calls faster by dialing fewer numbers. All Speed Dial settings can be saved or changed from your Verizon Hub phone. Speed Dial 10 allows you to store up to 10 numbers.

NOTE: Using Speed Dial to dial international numbers will incur per minute rates to international locations.

Add/Change Number on Speed Dial 10 List.

1. Press on the handset, listen to a dial tone and dial ***75**.
   OR
   From Verizon Hub base, touch to open to the Dial Pad. Touch ***75** and then .
2. Enter the two digit Speed Dial location you wish to store (01 to 10) + the domestic or international number you wish to store followed by the **#** key.

For example, if you're entering a number to be stored in Speed Dial location 01:

Domestic Numbers.

1. Press ***75** + (the two digit Speed Dial location 01) + (the 3-digit area code + the 7-digit phone number) and then press **#**.
2. Your Verizon Hub service will store the number.

International Numbers.

1. Press ***75** + (the two digit Speed Dial location 01) + (0-1-1 + the country code + the phone number) and then press **#**.
2. Your Verizon Hub service will store the number.

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Make a Call Using Speed Dial 10.

From the handset:

1. Press .
2. Press **#** and the number of the stored location (01 to 10).

From Verizon Hub base:

1. Touch to open the Dial Pad.
2. Touch the number of the stored location (01 to 10) and then .

Note: To change a Speed Dial entry, simply repeat the process above.

Call Forwarding.

Call Forwarding allows you to forward incoming calls from your Verizon Hub to another phone. If you're unable to answer the forwarded call, the voice mailbox of the other phone number will accept the call.

IMPORTANT INFORMATION.

- Call Forwarding cannot be used with international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when forwarding calls to these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for forwarding calls to these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.
- This feature will not override Do Not Disturb, Incoming Call Block and Anonymous Call Rejection.
- You can make outgoing calls while Call Forwarding is activated.
- Once you activate Call Forwarding, your Voice Mail will be disabled.
- You cannot forward calls to numbers that are blocked from your phone.

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Activate Call Forwarding.

1. Press on the handset, listen for a dial tone and dial ***72**.
   OR
   From Verizon Hub base, touch to open the Dial Pad. Touch ***72** and then .
2. You will hear a confirmation announcement that Call Forwarding is active.

Cancel Call Forwarding.

1. Press on the handset, listen for a dial tone and dial ***73**.
   OR
   From Verizon Hub base, touch to open the Dial Pad. Touch ***73** and then .
2. You will hear a confirmation announcement that Call Forwarding has been disabled.

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Quick Reference Guide.

FEATURE.	TO USE.	TO CANCEL.
Get Account Balance.	#BAL.	Hang up.
Pay Bill.	#PMT.	Hang up.
Call Customer Support.	# 6-1-1 or *6-1-1.	Hang up.
Call National Domestic Violence Hotline.	#4673.	Hang up.
Listen to Voice Mail.	*86.	N/A.
Cancel Call Waiting.	*70.	Hang up.
Caller ID Block.	*67.	N/A.
Return Call *69.	*69.	N/A.
Speed Dial 10 – Set Up.	*75 (Location 01 to 10) Number – #.	N/A.
Speed Dial 10 – Dialing.	# – (Location 01 to 10).	N/A.
Call Forwarding.	*72.	*73.
Permanent Caller ID Unblock.	*82.	Hang up.

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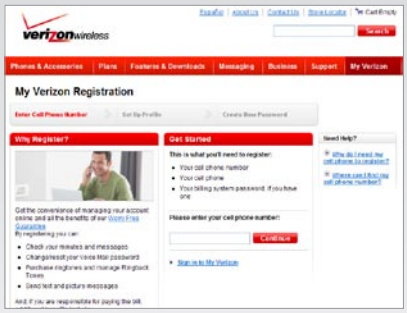
Web Management Site.



With just a few clicks, you can manage your calls — and even manage your account — online. So you get a whole new level of control over your voice communications.

Registering Account on Web Management Site.

When you first get your Verizon Hub, you will want to register your account online.

1. Go to **verizonwireless.com/welcome.**
2. In the **Cell Phone** field, enter your **Verizon Hub phone number.**
   Note: If you also have a Verizon Wireless number, DO NOT enter that number.)
3. Enter a **User ID**.
4. Enter a **Greeting Name** – this is the name that will appear at the top of your account page.
5. Enter your **Email Address**.
6. Enter your **Email Address** again to confirm it.
7. Read the Terms and Conditions and check the **box** next to them to accept them.
8. Click **Continue**. Keep your browser window open.
9. You will soon receive a text message from Verizon – on your Verizon Hub – with a temporary password.
10. Once you retrieve your temporary password from the text message, return to your computer.
11. Enter the **temporary password** into the Create New Password page on your computer.
12. Create a **new password** and **secret question**.
    OR
    Use your temporary password and sign in to My Verizon at a later time.

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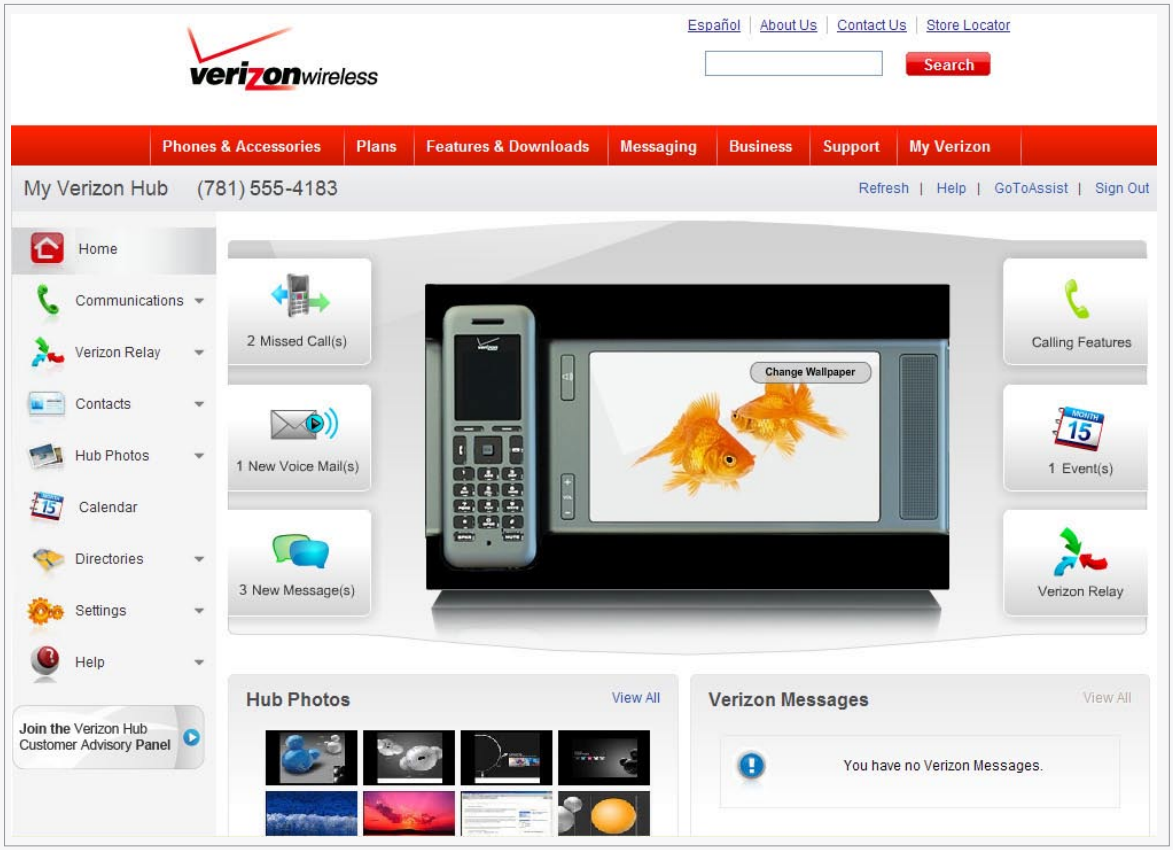
Checking Your Text Messages.

From the Home screen of your Verizon Hub.

1. Touch **Messages** widget.
2. Touch the **Verizon Messages** tab.
3. Open the newest message from Verizon. Your temporary password will not expire and you can use it to log in at anytime. Once you have logged in, you will be asked to create your own password.

Note: If you do not receive the text message: We will try to deliver the text message to your Verizon Hub for 24 hours. However, there are a few things that could prevent successful delivery, including the following:

- Your Verizon Hub is turned off for more than 24 hours.
- Your Verizon Hub has a Text Messaging Block on the Verizon Wireless Network. (No Text Messaging will work in this instance; contact Customer Service by dialing *611 to remove this block.) Sign in to your Verizon Hub account at anytime at **verizonwireless.com/hub**.



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Home.

The Home Page is the first page you see after signing in. It's the control center for your whole system. And each time you sign in, it's automatically refreshed so you get the most up-to-date information available about your account.

View Missed Calls.

1. From **Home**, you can see the number of **Missed Calls**.
2. Move your cursor over **Missed Calls**.
3. A list of Missed Calls will appear.
4. Click **View Calls** to be redirected to Calls.

View New Voice Mail.

1. From **Home**, you can see the number of **New Voice Mail** messages.
2. Move your cursor over **New Voice Mail(s)**.
3. A list of Voice Mail messages will appear.
4. Click **View all Voice Mails** to be redirected to Voice Mail.

Check New Messages.

1. From **Home**, you can see the number of **New Messages**.
2. Move your cursor over **New Messages**.
3. A list of phone numbers who've sent New Messages will appear.
4. Click **View all Messages** to be redirected to Messages.

View All Calling Features.

1. From **Home**, you can see a summary of your **Calling Features**.
2. Move your cursor over **Calling Features**.
3. A list of Calling Features will appear, showing a summary of features turned ON and OFF.
4. Click **View all Calling Features** to be redirected to Calling Features.

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View Today's Calendar Events.

1. From **Home**, you can see the number of **Calendar Events** for today.
2. Move your cursor over **Events**.
3. A list of today's Events from your Calendar will appear.
4. Click **View all Events** to be redirected to your Calendar.

View New Verizon Relay Messages.

1. From **Home**, you can see the number of new **Verizon Relay** Messages.
2. Move your cursor over **Verizon Relay**.
3. A list of new Verizon Relay messages will appear.
4. Click **View all Verizon Relay** to be redirected to Verizon Relay.

Change Wallpaper.

1. From **Home**, you can view and update the wallpaper appearing on your Verizon Hub.
2. Click **Change Wallpaper**.
3. Current wallpaper image will appear.
4. To change your wallpaper image you may either:
   a. Click **Upload Photos**.
   b. Click **Add Files**.
   c. Select photos from your computer.
   d. Click **Start Upload**.
   e. Click **Close**.
   OR
   a. Click **Select from All Photos**.
   b. Select the **photo** you'd like to use.
   c. Click **Set As Wallpaper**.
5. Click to return **Home**.

Verizon Hub Photos.

View All Photos.

1. From **Home**, you can see a preview of your **Verizon Hub Photos**.
2. Click **View All**.
3. All of your photos will appear.

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Upload Photos.

You can upload photos online to have them displayed on your Verizon Hub.

Note: You will need ActiveX downloaded to your computer to upload photos properly.

1. From **Home**, you can see a preview of your Verizon Hub Photos.
2. Click **Upload Photos**.
3. Click **Add Files** to select a photo from your computer.
   Note: You can have a maximum of 215 photos saved in Hub Photos.
4. Click **Start Upload**. This may take a few minutes.
5. Click **Close**.

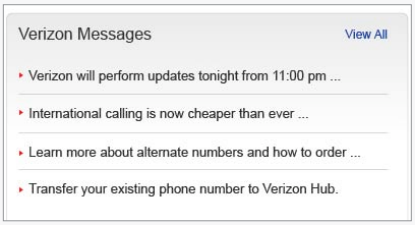
Your uploaded photos will appear in All Photos.

Note: All uploaded photos will be resized to 80 KB.

Verizon Messages.

View All Verizon Messages.

1. From **Home**, you can see Verizon Messages listed at the bottom of the page.
2. The 4 latest messages will appear here.
3. Touch **View All**.
4. All Verizon Messages will appear.


Verizon Messages
View All
Verizon will perform updates tonight from 11:00 pm ...
International calling is now cheaper than ever ...
Learn more about alternate numbers and how to order ...
Transfer your existing phone number to Verizon Hub.

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Transfer Your Number.

If you have a telephone number that you want to transfer to use on your Verizon Hub, please call 800-922-0204 and we will submit the request to your current provider.

To transfer your phone number, your number needs to be working and operational with your local provider. Please do not contact your local provider to disconnect your service. The disconnect will take place automatically when the transfer is complete.

Once the transfer is complete, you'll receive a text message that will appear on your Verizon Hub phone. Also, numbers with restrictions (such as a PIC freeze, a restriction that prevents unauthorized changes) cannot be transferred until the restrictions have been removed.

In order to continue the transfer process, please contact your current provider to remove the restrictions on the line or to verify no restrictions exist on the line.

Important Notes:

- Prior to changing your Verizon Hub telephone number or transferring your existing home phone number to your Verizon Hub, you must set up Voice Mail first.
- It may take up to 14 business days to complete the transfer.

9-1-1 Emergency Response Service Address.

Your 9-1-1 Emergency Response Service Address will be listed on the Home page. If you wish to change your 9-1-1 Emergency Response Service Address, you must contact Customer Support at 800-922-0204.

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Communications.

Calls.

View All Calls.

1. Click **Communications**.
2. In the **View** drop-down, select **All**.
3. All Calls will be listed by when they were received.
4. Click on the line item to view additional call detail.

View Incoming Calls.

1. Click **Communications**.
2. In the **View** drop-down, select **Incoming Only**.
3. All Incoming Calls will be listed by when they were received.
4. Click on the line item to view additional call detail.

View Outgoing Calls.

1. Click **Communications**.
2. In the **View** drop-down, select **Outgoing Only**.
3. All Outgoing Calls will be listed by when they were sent.
4. Click on the line item to view additional call detail.

View Missed Calls.

1. Click **Communications**.
2. In the **View** drop-down, select **Missed Only**.
3. All Missed Calls will be listed by the date and time of the call.
4. Click on the line item to view additional call detail.

Delete Call.

1. Click **Communications**.
2. Check the box next to the Call you want to delete.
3. Click **Delete**.
4. A confirmation message will appear. Click **Yes**.

This call will be deleted from your list of Calls.

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Add Caller to Contacts.

1. Click **Communications**.
2. Click the **Caller** you want to add to Contacts.
3. Click **Add Caller to Contacts**.
4. Enter the following information:
    a. **First Name**.
    b. **Last Name**.
    c. **Group**.
    d. Check the box next to **Add to Verizon Relay.**
    e. **Phone – Home, Cell and Work**.
    f. **Email**.
    g. **Street Address**.
    h. **City**.
    i. **State**.
    j. **ZIP**.
    k. Click **Change** to change the contact image.
5. Click **Save**.

This caller will be added to your Contacts.

Voice Mail.

You can access your Voice Mail from any computer connected to the Internet. View and play your new Voice Mail messages, as well as any messages you've already listened to.

And that's not all. You can enter an Email address to receive instant notification when a new Voice Mail message has been left for you, and see the date and time the message was received.

You can save messages for up to 30 days or delete them.

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View All Voice Mail.

1. Click **Communications**.
2. Click **Voice Mail**.
3. In the **View** drop-down, select **All**.
4. All Voice Mails will be listed by when they were received and includes:
    a. Number or Name of the caller.
    b. Duration of the message.
    c. Date and time the Voice Mail message was left.

View Played Voice Mail.

1. Click **Communications**.
2. Click **Voice Mail**.
3. In the **View** drop-down, select **Heard Only**.
4. All Played Messages will be listed by when they were received and includes:
    a. Number or Name of the caller.
    b. Duration of the message.
    c. Date and time the Voice Mail message was left.

View Unplayed Voice Mail.

1. Click **Communications**.
2. Click **Voice Mail**.
3. In the **View** drop-down, select **Unheard Only**.
4. All unheard Messages will be listed by when they were received and includes:
    a. Number or Name of the caller.
    b. Duration of the message.
    c. Date and time the Voice Mail message was left.

Play Voice Mail.

1. Click **Communications**.
2. Click **Voice Mail**.
3. Select the Voice Mail you want to play and click .
4. An audio player window will appear and your message will play automatically. You will also have the option to **Stop** or **Pause** your message.

Note: Windows Media® Player is required to play Voice Mail messages.

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Save Voice Mail Messages.
Every message will automatically be saved for 30 days, unless it is deleted.

Delete Voice Mail(s).

1. Click **Communications**.
2. Click **Voice Mail**.
3. Check the box next to the **Voice Mail** you want to delete.
4. Click **Delete**.
5. A confirmation message will appear. Click **Yes**.

The Voice Mail(s) will be deleted.

Messaging.

View All Messages.

1. Click **Communications**.
2. Click **Messaging**.
3. In the **View** drop-down, select **All**.
4. All Messages will be listed by when they were received.

View Sent Messages.

1. Click **Communications**.
2. Click **Messaging**.
3. In the **View** drop-down, select **Sent**.
4. All Messages will be listed by when they were sent.

View Received Messages.

1. Click **Communications**.
2. Click **Messaging**.
3. In the **View** drop-down, select **Received**.
4. All Messages will be listed by when they were received.

View Undelivered Messages.

1. Click **Communications**.
2. Click **Messaging.**
3. In the **View** drop-down, select **Undelivered**.
4. All undelivered Messages will be listed.

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View Unread Messages.

1. Click **Communications**.
2. Click **Messaging.**
3. In the **View** drop-down, select **Unread**.
4. All unread Messages will be listed.

Delete Message(s).

1. Click **Communications**.
2. Click **Messaging.**
3. Check the box next to the **Message(s)** you want to delete.
4. Click **Delete** .
5. A confirmation message will appear. Click **Yes**.

The Message(s) will be deleted.

Verizon Relay.

Verizon Relay is a feature that lets you receive your Text, Picture & Video Messages on your Verizon Hub. Simply add friends or family, who are Verizon Wireless customers, as Verizon Relay Members and their messages will appear on your Verizon Hub.

Add Member.

1. Click **Verizon Relay**.
2. Click **Members**.
3. Enter **First Name and Last Name**.
4. Enter the following information:
    a. **First Name**.
    b. **Last Name**.
    c. **Group**.
    d. Check the box next to **Add to Verizon Relay Contact**.
    e. **Phone – Home, Cell and Work**.
    f. **Email**.
    g. **Street Address**.
    h. **City**.

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i. **State**.
j. **ZIP.**
k. Click **Change** to change the contact image.

5. Click **Save**.

This person will be added to your Verizon Relay list.

Edit Member.

1. Click **Verizon Relay**.
2. Click **Members**.
3. Click the box next to the **Member** you want to edit.
4. Click on the name of the Member you want to edit.
5. Click **Edit**.
6. Make your changes and click **Save**.

View All Verizon Relay Messages.

1. Click **Verizon Relay**.
2. Click **Tiles**.
3. All Messages will appear on the screen.
4. Click **View by Member** to view all messages by each Verizon Relay Member.

View Verizon Relay Message.

1. Click **Verizon Relay**.
2. All Messages will appear.
3. Move your cursor over the message you want to view.
4. Click to View Details.
5. The message will enlarge on the screen for you to view and/or play.
6. Click **X** to close the message.

Delete Verizon Relay Message.

1. Click **Verizon Relay**.
2. All Messages will appear on the screen.
3. Move your cursor over the message you want to delete.
4. Click .
5. A confirmation message will appear. Click **Yes**.

Your Verizon Relay Message will be deleted.

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Contacts.

Your Verizon Hub Contacts feature makes it easy for you to find phone numbers you want. It's simple to search through your list and add, delete or edit entries. You can add up to 128 Contact entries.

View Contacts.

1. Click **Contacts**.
2. Your list of Contacts will appear in alphabetical order.
3. Click a letter of a Contact's last name to filter by that letter.

Add Contact.

1. Click **Contacts**.
2. Select **Add Contact**.
3. Enter the following information:
    a. **First Name**.
    b. **Last Name**.
    c. **Group**.
    d. Check the box next to **Add to Verizon Relay Contact**
    e. **Phone – Home, Cell and Work**.
    f. **Email**.
    g **Street Address**.
    h. **City**.
    i. **State**.
    j. **ZIP**.
    k. Click **Change** to change the contact image.
4. Click **Save**.

The person will be added to your Contacts.

Edit Contact.

1. Click **Contacts**.
2. Select the **Contact** you want to edit.
3. Click **Edit**.
4. Edit any of the following information:
    a. **First Name**.
    b. **Last Name**.
    c. **Group**.
    d. Check the box next to **Add to Verizon Relay Contact**
    e. **Phone – Home, Cell and Work**.
    f. **Email**.

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g. **Street Address**.
h. **City**.
i. **State**.
j. **ZIP**.
k. Click **Change** to change the contact image.

5. Click **Save**.

Delete Contact.

1. Click **Contacts**.
2. Select the Contact you want to delete.
3. Click **Delete**.
4. A confirmation message will appear. Click **Yes**.

The Contact will be deleted.

Add Group.

1. Click **Contacts**.
2. Select **Manage Groups**.
3. A pop-up will appear.
4. Enter a **Name** for the new Group.
5. Click **Add**.
6. Scroll to view all Groups.
7. Click **Close** to return to Contacts.

The new Group will be added to your Contacts.

Rename Group.

1. Click **Contacts**.
2. Select **Manage Groups**.
3. A pop-up will appear.
4. Click **Rename** next to the Group you want to rename.
5. Enter the new Group name and click **Save**.
6. Click **Close** to return to Contacts.

Delete Group.

1. Click **Contacts**.
2. Select **Manage Groups**.
3. A pop-up will appear.
4. Click **Delete** next to the Group you want to remove.
5. A confirmation message will appear. Click **Yes**.
6. Click **Close** to return to Contacts.

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Import Contacts.

You can import contact information from Address Books you already have in an email program or on a mobile device.

Import Contacts from .csv File

1. Click **Contacts**.
2. Click **Import Contacts**.
3. Click **Import Contacts from .CSV**.
4. If you haven't done so already, create a .csv file. See **Create a .csv File** section of this guide for details.
5. Click **Browse** to select the .csv file from your hard drive.
6. Click **Next**.
   The Contacts from the .csv file will be imported to your Contacts in the group called Import Contacts.

Create a .csv File.

It's easy to create a .csv file in a spreadsheet program like Microsoft® Excel®.

1. Format file as a table, including a header, or first line, that defines the fields in your table.

   Example:

	A	B	C	D	D
1	*First Name*	*Last Name*	*Email Address*	*Street Address*	*Phone*
2	John	Smith	jsmith@email.com	55 Main St., Irving, TX 75038	214-555-1234
3	Kathy	Jones	kjones@email.net	23 Main St., Irving, TX 75038	972-555-1234
4	Mike	Ames	mames@email.net	99 Main St., Irving, TX 75038	972-555-5678

2. Once you've entered all of your contacts into a table, save the document and select **CSV (.csv**) as the type of file you'd like to save.
3. If prompted to verify your selection, click **Yes** or **OK**.

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Search Contacts.

Search Contacts by Name or Number.

1. Click **Contacts**.
2. At the top of the Contacts section, locate Search .
3. Enter the **Name** or **Number** for which you want to search.
4. Your results will appear.

Calendar.

View Calendar.

1. Click **Calendar**.
2. Your Calendar will open, showing the current month and today's scheduled Events.
3. Click PREV or NEXT to view previous the next months.

Add New Event.

1. Click **Calendar**.
2. Click **New Event**.
3. Enter the following information:
    a. **Event** title.
    b. **Start Date** and **Time.**
    c. Select **Reminder**.
4. If you want, click **Add Recipient** to send a text message regarding this Event.
5. Enter a **phone number** manually or click **Select from Contacts** to choose a Contact. Click **Add**.
   Note: You can only send a reminder message to a Verizon Wireless cell phone.
6. Click **Save**.

Edit Event.

1. Click **Calendar**.
2. Select the Event you want to edit.
3. Click **Edit**.
4. Edit any of the following information:
    a. **Event** title.
    b. **Start Date** and **Time.**
    c. Select **Reminder**.
5. If you want, click **Add Recipient** to send a text message regarding this Event.

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6. Enter a **phone number** manually or click **Select from Contacts** to choose a Contact. Click **Add**.
   Note: You can only send a reminder message to a Verizon Wireless cell phone.
7. Click **Save**.

Delete Event.

1. Click **Calendar**.
2. Select the Event you want to delete.
3. Click **Delete**.
4. A confirmation message will appear. Click **Yes**.

The Event will be deleted.

Directories.

Business Search.

1. Click **Directories**.
2. Select **Business Search.**
3. Enter the **Keyword** or **Category**.
4. Enter **Street**, **City**, **State** or **ZIP**.
5. Click **Find It**.
6. Your results will appear.
   Note: The business' suite number may appear in the middle of the address.
7. Click **Add to Contacts** to save in your Contact list.
8. Click **Send to VZ Navigator** to send directions to a Verizon Wireless cell phone.

Note: If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.

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People Search.

1. Click **Directories**.
2. Select **People Search**.
3. Enter the **Last Name***, **First Name**, **Street**, **City**, **State** or **ZIP**.
4. Click **Find It.**
5. Your results will appear.
6. Click on name to **Add to Contacts** to save in your Contact list.
7. Click **Send to VZ Navigator** to send directions to a Verizon Wireless cell phone.

* Last Name is required for a White Pages search.

Note: If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.

Reverse Lookup.

Look Up a Number.

8. Click **Directories**.
9. Select **Reverse Lookup** tab.
10. Enter the **10-digit phone number** (no dashes) and touch **Find It**.
11. Your results will appear.
    Note: If the phone number belongs to a business the business' suite number may appear in the middle of the address.
12. Click on name to **Add to Contacts** to save in your Contact list.
13. Click **Send to VZ Navigator** to send directions to a Verizon Wireless cell phone.

Note: If your Verizon Wireless phone is not VZ Navigator-enabled, the message will be text-only.

Verizon Hub Photos.

View Photos.

1. Click **Hub Photos**.
2. **All Photos** will appear.
3. Move your cuarsor over a photo.
   OR
   Click a photo to show it full screen.

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4. Select any of the icons.
    - Select the photo
    - Open the photo in a window
    - Delete the photo
    - Add the photo to Screensaver
    - Set the photo as Wallpaper
    - Assign the photo to a Contact
    - Edit the photo
    - View the next photo
    - View the previous photo

Save Photo as Contact Image.

1. Click **Hub Photos**.
2. **All Photos** will appear.
3. Move your cursor over a photo.
4. Click the icon along the top of the photo to **Assign to A Contact**.
5. Click the left radial button to **Select a Contact**, then click **Next**.
6. Drag the **red rectangles** along each side to crop your photo if desired, then click **Preview**.
7. Click **Assign to A Contact**.
8. A confirmation message will appear. Click **Finish**.

Add Photo to Screensaver.

1. Click **Hub Photos**.
2. **All Photos** will appear.
3. Move your cursor over a photo and click **Add to Screensaver.**
4. A confirmation message will appear. Click **Yes**.

This photo will appear as the screensaver for your Verizon Hub base.

Set Photo as Wallpaper.

1. Click **Hub Photos**.
2. **All Photos** will appear.

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3. Move your cursor over a photo and click **Set As Wallpaper**.
4. A confirmation message will appear. Click **Yes**.

This photo will appear as the wallpaper for your Verizon Hub base.

Delete a Photo.

1. Click **Hub Photos**.
2. **All Photos** will appear.
3. Move your cursor over a photo and click **Delete**.
4. A confirmation message will appear. Click **Yes**.

Edit Photos.

1. Click **Hub Photos**.
2. All Photos will appear.
3. Move your cursor over a photo and click **Edit Photo**.
4. Click one of the editing tools to.
   - Brightness & Contrast.
   - Color Mixer.
   - Draw.
   - Crop.
   - Effects.
   - Red Eye.
   - Text.
   - Add Border.
   - Rotate.
   - Undo.
5. When you're done, click **Save** to save the changes.
6. Click Exit to exit Edit mode.

Upload Photos.

You can upload photos online to have them displayed on your Verizon Hub.

Note: You will need ActiveX downloaded to your computer to upload photos properly.

1. Click **Hub Photos**.
2. **All Photos** will appear.

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3. Click **Upload Photo(s)**.
4. A pop-up will appear.
5. Click **Add Files** to select a photo from your computer.
   Note: You can have a maximum of 215 photos saved in Hub Photos.
6. Click **Start Upload**. This may take a few minutes.
7. Click **Close** to exit.

Your uploaded photos will appear in Verizon Hub Photos.

Screensaver.

Upload Screensaver Image.

You can upload photos online to have them displayed on your Verizon Hub.

Note: You will need ActiveX downloaded to your computer to upload photos properly.

1. Click **Hub Photos**.
2. Click **Screensaver**.
3. Click **My Slideshow**, then click on **Upload Photo(s)**.
4. A pop-up will appear.
5. Click **Add Files** to select a photo from your computer.
6. Click **Start Upload**. This may take a few minutes.
7. Click **Close** to exit.

Your uploaded photos will appear in Verizon Hub Photos.

Select From All Photos.

1. Click **Hub Photos**.
2. Click **Screensaver**.
3. Click **My Slideshow**, then click **Select From All Photos.**
4. A pop-up window will appear.
5. Select an image and click **Add to Screensaver**.

Remove Photo.

1. Click **Hub Photos**.
2. Click **Screensaver**.
3. Click **My Slideshow**.
4. Click on an image to delete.
5. Click **Remove**.
6. A confirmation message will appear. Click **Yes**.

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Wallpaper.

You can either upload an image from your computer, or select from any photo already loaded, to display as a Wallpaper on your Verizon Hub.

Upload Wallpaper Image.

1. Click **Hub Photos**.
2. Click **Wallpaper**.
3. Click **Upload Wallpaper Photo**.
4. A pop-up window will appear.
5. Click **Add Files** to select a photo from your computer.
6. Click **Start Upload**. This may take a few minutes.
7. Click **Close** to exit.

The Wallpaper image will be updated on your Verizon Hub.

Select From All Photos.

1. Click **Hub Photos**.
2. Click **Wallpaper**.
3. Click **Select From All Photos**.
4. All photos will appear.
5. Select a photo and click **Set As Wallpaper**.

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Settings.

Your Verizon Hub provides a range of features that make managing calls simple and convenient. Just follow the easy steps to do everything from listening to your Voice Mail to setting Call Forwarding.

Calling Features.

Call Forwarding.

Call Forwarding allows you to forward incoming calls from your Verizon Hub to another phone. If you're unable to answer the forwarded call, the Voice Mailbox of the Call Forward Number will accept the call.

IMPORTANT INFORMATION.

- Call Forwarding cannot be used with international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when forwarding calls to these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for forwarding calls to these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.
- You can make outgoing calls while Call Forwarding is activated.
- Once you activate Call Forwarding, your Voice Mail will be disabled.
- You cannot forward calls to numbers that are blocked from your phone.

Turn On Call Forwarding.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Call Forwarding**.
4. Select a **Call Forward Number** from the list.
5. Click **Add/Delete Forwarding Numbers** if you want to add a new number.
6. Enter a **phone number** or click **Select from Contacts**. Click **Add**.
7. When you're done, click TURN ON .

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Delete Call Forwarding Number.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Call Forwarding**.
4. Click **Add/Delete Forwarding Numbers**.
5. Click next to the phone number you want to remove.
6. A confirmation message will appear on the top of the page. Click **Yes**.

The phone number will be deleted from the Forward All My Calls list.

Turn Off Call Forwarding.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Call Forwarding**.
4. Click TURN OFF .

Do Not Disturb.

Turn On Do Not Disturb.

1. Click **Settings.**
2. Click **Do Not Disturb**.
3. Click TURN ON .

Schedule Do Not Disturb.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Do Not Disturb**.
4. Click **Manage Schedule**.
    a. Enter **Start Date** and **Time**.
    b. Enter **End Date** and **Time**.
    c. Choose if you want to **Repeat this event**.
    d. Select options – **Daily, Weekly** or **Monthly**.
    e. **Repeat until** date.
5. Click TURN ON .

Edit Do Not Disturb Schedule.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Do Not Disturb**.

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4. Under Upcoming Schedules, click **Edit**.
5. Edit any of the following:
    a. **Start Date** and **Time**.
    b. **End Date** and **Time**.
    c. Choose if you want to **Repeat this Event**.
    d. Select options – **Daily, Weekly** or **Monthly**.
    e. **Repeat until** date.
6. When you're done, click **Save**.
7. Click **Update**.

Delete Do Not Disturb Schedule.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Do Not Disturb.**
4. Under Upcoming Schedules, click **Delete**.
5. A confirmation message will appear. Click **Yes.**

Turn Off Do Not Disturb.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Do Not Disturb**.
4. Click TURN OFF .

Incoming Call Block.

You have the ability to block all anonymous calls, plus up to 12 phone numbers you don't want calling you.

Turn On Incoming Call Block.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Incoming Call Block**.
4. Check the box next to:
    - **Reject all anonymous calls**.
    - **Reject calls from certain numbers**.
5. If you want to reject certain numbers, click **Add Number to Blocked Caller List**.
6. Enter the **Phone Number** and click **Add**.
7. When you're done, click TURN ON .

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Turn Off Incoming Call Block.

1. Click **Settings.**
2. Click **Calling Features**.
3. Select **Incoming Call Block**.
4. Click TURN OFF .

Delete Number From Block Caller List.

1. Click **Settings.**
2. Click **Calling Features**.
3. Select **Incoming Call Block**.
4. Check the box next to **Reject calls from certain numbers**.
5. Click next to the **phone number** you want to remove from the list.
6. A confirmation message will appear. Click **Yes**.

The phone number will be deleted from the Blocked Caller List.

Simultaneous Ring.

When you activate Simultaneous Ring, all incoming phone calls you receive will ring on up to 3 different numbers; plus the Verizon Hub number. The first phone that is answered connects to the caller.

However, if you aren't able to answer the call, the caller will be sent to Voice Mail for the phone that has the shortest ring count.

Turn On Simultaneous Ring.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Simultaneous Ring**.
4. Enter a **Phone Number** and click **Add**.
5. Repeat this for up to 3 numbers.
6. Click TURN ON .

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Delete Simultaneous Ring Numbers.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Simultaneous Ring**.
4. Next to the phone number you want to remove, click **Delete**.
5. A confirmation message will appear. Click **Yes**.

The phone number will be removed from Simultaneous Ring.

Turn Off Simultaneous Ring.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Simultaneous Ring**.
4. Click TURN OFF .

IMPORTANT INFORMATION.
Simultaneous Ring cannot be used with international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when using Simultaneous Ring with these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for using Simultaneous Ring with these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

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Backup Number.
You can set up and save a phone number (your cell phone or work number) where your calls can be automatically forwarded in the event of a power outage or if your broadband connection fails.

Your Backup Number will be stored on our Verizon Hub server and automatically activated only if you experience a power outage or if your broadband connection fails.

View Backup Number

1. Click **Settings.**
2. Click **Calling Features**.
3. Select **Backup Number**.
4. Your Backup Number will be listed.

Edit Backup Number

1. Click **Settings.**
2. Click **Calling Features**.
3. Select **Backup Number**.
4. Click **Edit**.
5. Enter your new **Backup Number**.
6. Click **Save**.

IMPORTANT INFORMATION.
Backup Number cannot be used with international numbers except those that belong to select Caribbean and other neighboring destinations. International long distance rates apply when using Backup Number with these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for using Backup Number with these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

Call Forwarding and Simultaneous Ring will temporarily override the calls being forwarded to your Backup Number.

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Call Waiting.

With Call Waiting, a call can get through when you're on another call. When someone tries to call you when you're on the phone, you will hear a Call Waiting tone. The person calling you will hear ringing until you answer. You can either answer the new call or let it go to Voice Mail.

Note: The default setting for this feature is ON.

Turn On Call Waiting.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Call Waiting**.
4. Click TURN ON ..

Turn Off Call Waiting.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Call Waiting**.
4. Click TURN OFF .

Caller ID Block.

Caller ID Block allows you to block your telephone number from being displayed on the Caller ID of the person you are calling on a per-call basis or permanently.

If you'd prefer to block your Caller ID information every time you make an outbound call, use this option.

Once you set up Caller ID Block, all your calls are anonymous until you disable the feature. If you would like to show your Caller ID information on a particular call, dial *82 prior to making a call. This function will allow your Caller ID information to be displayed while Caller ID Block is on.

Turn On Caller ID Block.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Caller ID Block**.
4. Click TURN ON .

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Turn Off Caller ID Block.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Caller ID Block**.
4. Click TURN OFF .

International Call Block.

This feature allows you to block international calling from your Verizon Hub phone except numbers in select Caribbean and other neighboring U.S. destinations. This feature's default is ON. Once International Call Block is turned off, it will take up to 6 hours before you can place international calls.

For your protection, International Call Block can only be activated from the Web Management Site.

Change International Call Block.

1. Click **Settings.**
2. Click **Calling Features**.
3. Select **International Call Block**.
4. By default, this feature is turned ON.
5. Click TURN OFF to allow international calls to be placed from your Verizon Hub.
6. Click TURN ON to block international calls from being placed from your Verizon Hub.

View International Rates and Country Codes.

1. Click **Settings.**
2. Click **Calling Features**.
3. Select **International Call Block**.
4. Click **International Rates**.
5. A pop-up will appear with the International Rates and Country Codes listed.

OR

1. Click **Help**.
2. Select **International Rates**.
3. A pop-up will appear with the International Rates and Country Codes listed.

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IMPORTANT INFORMATION.
When International Call Block is ON, you still have the ability to dial select Caribbean and other neighboring destinations. International long distance rates apply when calling these destinations: Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands and Virgin Islands, British. There are no additional charges for calling these destinations: American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands, U.S.

Voice Mail Services.

Change Voice Mail Ring Count.

With the Ring Count feature, you can choose to have your phone ring two times, six times, or anywhere in between before Voice Mail picks up. This is the number of rings your caller will hear prior to being sent to Voice Mail.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Voice Mail**.
4. Click **Voice Mail Settings**.
5. Select number of **Rings** before sending caller to Voice Mail – 2, 3, 4, 5, or 6 Rings.
6. Click **Save**.

Set Up Email Notifications of New Voice Mail.

1. Click **Settings.**
2. Click **Calling Features**.
3. Click **Voice Mail**.
4. Click **Email Notifications** and select **ON**.
5. Enter your **Email Address**.
6. If you want, check the box next to **Send for urgent Voice Mail only**.
7. Click **Save**.

You will receive an Email alerting you that you have a new Voice Mail.

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Services.

Service Address for 9-1-1 Emergency Response.
Verizon Hub's 9-1-1 service operates differently from traditional, wireline 9-1-1 service. For correct emergency call routing, you MUST provide Verizon Wireless with the Phone Number and Service Address that corresponds to the physical location where you are using your Verizon Hub service.

View Service Address.
Your Service Address can be viewed from the Home Page or by going to Manage My Service.

1. Click **Settings.**
2. Click **Services**.
3. Click **Service Address for 9-1-1 Emergency Response.**
4. Your current service address will be displayed.

Note: Contact Customer Support at **800-922-0204** to update your 9-1-1 Emergency Response Service Address.

Email Address.
View Email Address.
1. Click **Settings.**
2. Click **Services**.
3. Click **Email Address**.
4. Your current Email Address will be displayed.

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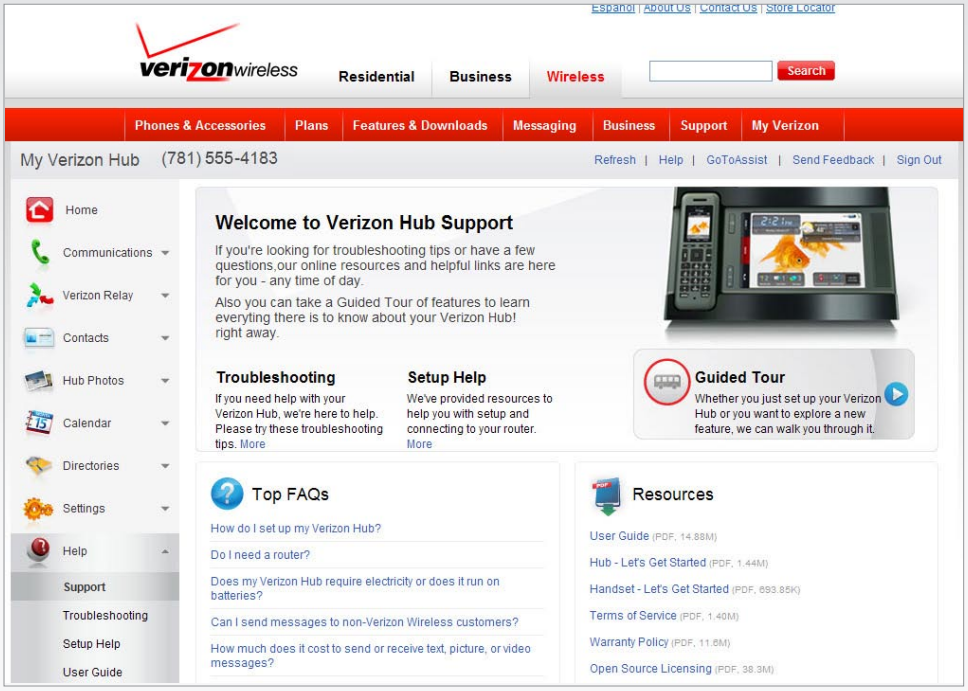
Help.

With Verizon Hub, help is always just a click away. Simply click **Help** from anywhere on the Web Management Site to access any of these resources.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Phones & Accessories
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Messaging
Business
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Home
Communications
Verizon Relay
Contacts
Hub Photos
Calendar
Directories
Settings
Help
Support
Troubleshooting
Setup Help
User Guide
Welcome to Verizon Hub Support
If you're looking for troubleshooting tips or have a few questions,our online resources and helpful links are here for you - any time of day.
Also you can take a Guided Tour of features to learn everyting there is to know about your Verizon Hub! right away.
Troubleshooting
If you need help with your Verizon Hub, we're here to help. Please try these troubleshooting tips. More
Setup Help
We've provided resources to help you with setup and connecting to your router. More
Guided Tour
Whether you just set up your Verizon Hub or you want to explore a new feature, we can walk you through it.
Top FAQs
How do I set up my Verizon Hub?
Do I need a router?
Does my Verizon Hub require electricity or does it run on batteries?
Can I send messages to non-Verizon Wireless customers?
How much does it cost to send or receive text, picture, or video messages?
Resources
User Guide (PDF, 14.88M)
Hub - Let's Get Started (PDF, 1.44M)
Handset - Let's Get Started (PDF, 693.85K)
Terms of Service (PDF, 1.40M)
Warranty Policy (PDF, 11.6M)
Open Source Licensing (PDF, 38.3M)

Guided Tour of Features

Troubleshooting Tips

Setup Help

FAQs

Resources

User Guide
Let's Get Started Guide – Hub
Let's Get Started Guide – Handset
Terms of Service
Warranty Policy
Open Source Licensing

Helpful Links

Glossary of Terms
International Rates

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GoToAssist

Please access **GoToAssist** ONLY when directed by a Customer Support Representative. This option allows Customer Support to provide advanced technical support via remote access.

Send Feedback

We want to know what you think of Verizon Hub. Click **Send Feedback**, enter your Name, Email Address and Comment. Click **OK** to share your feedback with us.

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Troubleshooting.

If you need help with your Verizon Hub, try these troubleshooting tips:

1. Check your connection.

Make sure your cable and power cords are securely connected.

2. Check your Internet connection.

From your personal computer, check your home's Internet access. Launch a browser, such as Internet Explorer or Firefox, and confirm that you can reach your usual home page.

Contact your Internet provider if you believe your broadband connection is down.

3. Check home network connection.

If you are using a wireless connection, check your Verizon Hub Wi-Fi signal strength. If your Verizon Hub isn't receiving a strong signal, try moving it closer to your wireless router to capture a stronger signal.

If you are using a wired connection, make sure the Ethernet cable is securely connected at both ends.

4. Restart your Verizon Hub.

Unplug the power cord from the outlet, wait 15 seconds, then plug the power cord back in. Your Verizon Hub will restart.

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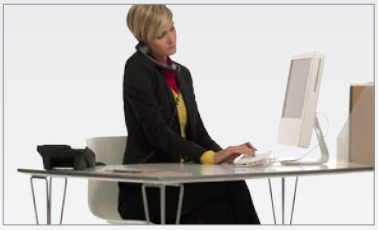
5. Check out the FAQs.

If you're still having problems with your Verizon Hub, read through the FAQs available on the Web Management Site at **verizonwireless.com/hub**.

6. Call customer support.

If you are unable to solve your issue by trying the steps above, please call **Customer Support at 800-922-0204**.

We will be happy to help get your Verizon Hub back on track right away.



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Important Customer Information.

Verizon Hub is continually going through updates. Therefore, there may be steps in this user guide that are no longer accurate. If you are unable to find the correct steps for a feature and still require assistance, please contact Customer Support at 800-922-0204.

Warranty.

If your Verizon Hub malfunctions as a result of a manufacturing defect after the return period but within the first year you own it, Verizon Wireless will replace it for a like unit or one of comparable quality at no cost to you. The replacement device you receive may be refurbished equipment.

The full warranty policy for your Verizon Hub is available online at **verizonwireless.com/hub**. You can also receive a copy of the policy by calling a customer service representative at 800-922-0204.

Open Source Licenses.

The Verizon Hub may contain programming, scripts, tools, modules, libraries, components, or other items that were developed using "open source" code (the "Open Source Software"). All Open Source Software is provided to you under one or more open source license agreements (the "Open Source Licenses"). The individual Open Source Licenses contain important information concerning ownership, terms of use, and rights/limitations/restrictions for the applicable element of the Open Source Software. Copies of the Open Source Licenses are available at **verizonwireless.com/hub/opensource**. Additional information about the Open Source Software, including source code, dates of modification and/or instructions for accessing, downloading, using and/or copying the source code for the Open Source Software are also set forth at **verizonwireless.com/hub/opensource**. By obtaining, accessing, downloading, using, and/or copying the Verizon Hub or the Open Source Software, you agree that you have read, and understood, and will comply with, the terms and conditions of the applicable Open Source Licenses.

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FCC Statement.

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Important Note.

FCC Radiation Exposure Statement.

To ensure the safety of users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended usage. This product has been tested and found to comply with the FCC's exposure criteria.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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The installation of the base unit should allow at least 20 centimeters between the base and persons to be in compliance with FCC RF exposure guidelines. For body worn operation, the portable part (handset) has been tested and meets FCC RF exposure guidelines.

This equipment has been SAR-evaluated. The Maximum average SAR(1g) test value for the head is 0.0223W/kg and the body is 0.0337W/kg. Verizon Wireless declares that Verizon Hub is limited in CH1~CH11 for 2.4 GHz by specified firmware controlled in U.S.A. The FCC ID is located on your Verizon Hub Handset device.

Please read the following important safety notices and instructions before installing or using the product.

- **A DANGER** warning refers to situations that could cause bodily injury.
- **A CAUTION** warning refers to situations that could result in equipment malfunction or damage.

1. Follow all warnings and instructions marked on the product.
2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a water-moistened cloth for cleaning.
3. Do not use this product near water.
4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
8. Never spill liquid of any kind into or onto the product.
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks.
10. Refer all questions regarding servicing of this product to qualified service personnel.

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Danger—Electric Shock and Fire.

Electric current from power, telephone, and communication cables is hazardous, and could result in electric shock and/or fire.

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. is used on the phase conductors (all current-carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

a. When the power cord or plug is damaged or frayed.
b. If liquid has been spilled into the product.
c. If the product has been exposed to rain or water.
d. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

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Caution—Disposal.

This product contains harmful substances. Ultimate disposal of this product should be handled according to all applicable laws and regulations. Do not put the product or its components (including the LCD or the rechargeable battery pack) in trash that is disposed of in landfills.

Danger—Handset Battery Pack.

The wireless handset uses a rechargeable battery pack. There is a danger of an explosion if the battery pack is replaced with an incorrect battery or if the battery is inserted improperly. The battery pack contains a small amount of harmful substances.

To avoid possible injury:

- Replace only with a battery of the type recommended by the manufacturer, or an equivalent type.
- Keep the battery pack away from fire.
- Do not expose the battery pack to water or rain.
- Do not attempt to disassemble the battery pack.
- Do not short-circuit the battery pack.
- Keep the battery pack away from children.

Caution—Electromagnetic Interference.

This product generates, uses, and can radiate radio frequency energy and, if not installed or used in accordance with the manufacturer's instruction manual, may cause interference with radio and television reception. This product has been tested and found to comply with the limits set forth in Part 15 of the Federal Communications Commission Rules.

Danger—Liquid Crystal Display (LCD).

The LCD is made of glass and could break if subject to mishandling or dropping. Care should be used in handling broken glass to avoid injury. If the LCD breaks and internal fluid gets into your eyes or on your hands, immediately wash the affected areas with water for at least 15 minutes; if any symptoms are present after washing, seek medical care.

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